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Kyle Larson, IT Director  
New Hope Church

**COMPANY NAME:**

New Hope Church

**COMPANY SIZE:**

7,000 members across four locations

**INDUSTRY:** Church

**COMPANY WEBSITE:**

[www.newhopechurch.tv](http://www.newhopechurch.tv)

**GEOGRAPHIC REGION:**

Houston, Texas



**CASE STUDY: CHURCH**

## CHURCH'S PRAYERS ARE ANSWERED WITH NETGEAR® BUSINESS CENTRAL CLOUD MANAGEMENT SYSTEM

### BACKGROUND

For more than 25 years, New Hope Church has been serving the spiritual needs of their community. The church has humble beginnings, initially being housed in an elementary school, and with only 75 members. New Hope Church has since grown to comprise 7,000 members across four locations throughout the Houston Metropolitan area. Demand for wireless connectivity has also grown over the years, with members seeking to enhance their experience during Sunday services through an online listening guide on the pastor's sermon, downloading religious music, and searching bible verses. Furthermore, wireless giving stations are located in the lobby with network-connected iPads to simplify charitable giving. To meet this demand, New Hope Church has used Cisco access points over the past few years. But with no centralized management or visibility across those access points, the existing system has become burdensome and expensive to maintain.

### PROBLEM/OBJECTIVE

#### NO CENTRALIZED VISIBILITY OR CONTROL

New Hope Church's previous wireless system consisted of six Cisco access points across the four locations. While overall the system was working adequately, the access points were labor-intensive to administer and manage, and lacked any form of integration. "The Cisco access points did a pretty good job overall, but the coverage wasn't ideal," says Kyle Larson, IT Director for New Hope Church. "There also wasn't anything that connected them all together. That made things cumbersome and time consuming." The lack of a centralized console or integration between the access points also made it impossible for Kyle to assess the health and performance of the entire system, virtually eliminating the ability to conduct proactive system tuning. "I was spending my time doing more break-fix work than maximizing the capabilities of the system," says Kyle. "Since I didn't have any practical way to truly assess the performance of the system as a whole, I had to trust that all was well until users told me otherwise."

With no centralized management system to tie them together, any updates, patches, or any other management activity requires an onsite visit, and must be performed on each access point on an individual basis. This was particularly painful since each of their four locations are 20 to 50 miles apart from one another. "Any time I had to troubleshoot or make a change of any type to a single access point, it required at last an hour on the road," says Kyle. "And if I was making a system-wide upgrade, half of my day was spent driving between the locations."

## SOLUTION

### NETGEAR® BUSINESS CENTRAL DELIVERS CLOUD-BASED MANAGEMENT OF THE ENTIRE WIRELESS SYSTEM

After investigating his alternatives, Kyle found NETGEAR Business Central, a secure, cloud-based IT service platform that provides SMBs an effortless, affordable way to establish, provision, and manage key IT networking services. Business Central does not require any hardware installation, provides a cost effective pay-as-you-go model, and is capable of managing a complete line of ProSAFE access points. "Business Central provides one-stop shopping for my entire wireless system across all four locations," says Kyle. "Whether I'm scheduling a firmware upgrade, researching traffic patterns, or applying a security policy, Business Central helps me do my job more efficiently."

Kyle installed six NETGEAR ProSAFE WNDAP360 Dual Band Wireless-N access points and registered for a NETGEAR Business Central account. Once registered, he simply added the serial numbers of his access points into the Business Central cloud portal and could immediately view and configure each of them from the centralized console. He was immediately struck by Business Central's ease of use. The intuitive interface allowed him to set up the system quickly and easily, and gain immediately, and gain immediate insights into his entire deployment.

## RESULTS

### NETGEAR BUSINESS CENTRAL DELIVERS VISIBILITY AND CONTROL

Kyle has had Business Central in place for three months and is pleased with the results. He is particularly pleased with the Business Central management interface that enables him to make changes to a single access point and propagate those changes to all other access points on the network at all four locations. He also loves the map view that provides him with an at-a-glance view of the status of his entire network. "I'm impressed with how easy it is to set up the access points from the single centralized dashboard," says Kyle. "I can also use it to see all the logs from every one of the access points in my deployment, research traffic patterns, and even do troubleshooting and system tuning."

With Business Central, Kyle can conduct all day-to-day management activities from the centralized dashboard without ever leaving his office. With real-time notifications of critical events such as when an access point goes down or dips below pre-established bandwidth thresholds, the ability to schedule firmware upgrades, and monitor all activities throughout the system, NETGEAR Business

Central delivers centralized control and comprehensive monitoring of the entire wireless system directly from the cloud. "The Business Central user interface is unbelievably intuitive," says Kyle. "I can clearly see every access point, with plain English names, on a map that shows exactly where each one is located, as well as the health and performance of each. I can click on any of them for additional details."

Kyle adds, "With Business Central, I don't have to drive for hours to fix a simple issue; with cloud-based management, the fix is just a click away, right from my desk. That saves me a ton of time, which translates into real cost savings for New Hope Church."



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