2018 SPRING CUSTOMER SUCCESS REPORT

ENTERPRISE WIFI SOFTWARE CATEGORY



ENTERPRISE WIFI SOFTWARE OVERVIEW

In today's day and age, WiFi has transformed from being something nice to have to one of the most critical factors for running a business. In order to obtain an enterprise level WLAN, organizations must outsource the process to a professional in the industry who will be able to provide secure, fast, and easily accessible connectivity. This leads to hassle-free access to connectivity which is highly scalable and secure, with complete visibility along with an enhanced user experience overall.



CUSTOMER SUCCESS SCORING METHODOLOGY

The FeaturedCustomers.com Customer Success score is based on data from our customer success content platform, social presence, as well as additional data aggregated from online sources and social media properties. Our ranking engine applies an algorithm to all of the data collected to calculate the overall Customer Success score. The overall Customer Success score is a weighted average based on 3 parts:

Content Score is affected by the following:

1. # of vendor generated customer success content pieces (case studies, success stories, testimonials, and customer videos)
2. Content quality score generated from all customer success content
3. % Change in Content over past 6 months
4. Number of employees (based on social media and public resources)

Social Score is affected by the following:

1. # of LinkedIn followers
2. # of Twitter followers
3. # of Facebook likes
4. Number of employees (based on social media and public sources)
5. Engagement across all platforms

Company Score is affected by the following:

1. Number of employees (based on social media and public resources)
2. Vendor momentum based on web traffic and search trends
3. Employee satisfaction and engagement (based on social network ratings)
4. % traffic increase to your Customer References
5. Lower Funnel SEO Key Term Rankings

CUSTOMER SUCCESS AWARDS



Market Leader (96 - 100)

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



Top Performer (87 - 95)

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Leader.



Rising Star (80 - 86)

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

ALL VENDORS

	RUCKUS an ARRIS company AEROHIVE NETWORKS cisco Meraki aruba a Hewlett Packard Enterprise company
	riverbed XIRRUS UBIQUITI NETWORKS mojo Networks
	Open Mesh

RUCKUS™ an ARRIS company



ABOUT RUCKUS WIRELESS

Ruckus Wireless is a global supplier of advanced wireless systems for the rapidly expanding mobile Internet infrastructure market. The company offers a wide range of indoor and outdoor "Smart Wi-Fi" products to mobile carriers, broadband service providers, and corporate enterprises, and has over 40,000 end-customers worldwide. Ruckus technology addresses Wi-Fi capacity and coverage challenges caused by the ever-increasing amount of traffic on wireless networks due to accelerated adoption of mobile devices such as smartphones and tablets.

TRUSTED BY:

ACCOR HOTELS ARENA · HYATT HOTELS & RESORTS · LENNAR · PennState · Sheraton HOTELS & RESORTS

"We architected for killer coverage and with Ruckus we got it. Purely from OPEX/CAPEX perspective, not having to pull so many Ethernet drops to hardwire APs was compelling in and of itself. But when we looked into some of the unique capabilities ZoneFlex provided, we said this is the Wi-Fi system we've been trying to find."

Corey Doster
Associate Director, Information Services, The University of Georgia

"We really needed an intelligent Wi-Fi system that could more efficiently manage the RF environment and automatically cope with interference that was causing jitter and packet loss - a big problem for voice over wireless. The Ruckus system has allowed us to kill two birds with one stone achieving greater client density within our meeting…

Robert Cantrell
IT Director, InterContinental Mark Hopkins

"Visiting doctors are often amazed when they realise the whole hospital has wireless coverage, and I do hear them say it's as fast as a wired network."

Suresh Kumar
General Manager of IT, SevenHills Hospital

“With our new Ruckus Smart Wi-Fi system, Kawasaki has seen faster rates on the production line — in some cases scanning parts at a 5 to 1 faster ratio. Moreover, the deployment of the Ruckus ZoneFlex system was insanely simple, straightforward and fast.”

John Schnaible
Systems Integrator, Kawasaki Motors Manufacturing Corporation

CONTENT	SOCIAL	COMPANY
100	100	85

TOTAL WEIGHTED SCORE: 99

READ ALL 167 CUSTOMER SUCCESS REVIEWS FROM RUCKUS WIRELESS USERS

AEROHIVE® NETWORKS

MARKET LEADER

ABOUT AEROHIVE NETWORKS

Aerohive enables their customers to simply and confidently connect to the information, applications, and insights they need to thrive. Their simple, scalable, and secure platform delivers mobility without limitations. For their over 22,000 customers worldwide, every access point is a starting point. Aerohive was founded in 2006 and is headquartered in Sunnyvale, CA.

TRUSTED BY:

7-ELEVEN

Established 1915 BROWARD County Public Schools

Great Clips® IT'S GONNA BE GREAT™

ROMANO'S Macaroni GRILL

Oberto

"Security and visibility are mission critical factors for healthcare organizations handling sensitive data on a day-to-day basis. Aerohive's new enterprise-class switches and centralized network management provide visibility and control over who and what is connected to our networks at all times. With Aerohive's cloud-enabled solution, we now…

Rodney Dukes
Network Architect, IASIS Healthcare

"Our experience with Aerohive has been tremendous. Besides running like a champ and being an extremely robust solution, the features and capabilities with Aerohive are unmatched. The network has enabled us to offer enhanced services to our members, and our IT staff can now easily manage the network remotely. The decision to move to…

Brent Gifford
CIO, Northwest Community Credit Union

"The unique way Aerohive has designed its branch networking architecture is far superior- the Aerohive devices only need to check in and connect, making an ideal solution for a retailer like Burgerville with numerous branch offices."

Dave Tallbut
PavelComm, Burgerville

"Aerohive proved to deliver the best connectivity and performance among all the providers we considered. Ensuring a robust network was of utmost importance, and coupled with its good price point, no single points of failure and stellar customer service, Aerohive was clearly the best solution for Harvard Square."

Denise Jillson
Executive Director, Harvard Square

CONTENT	SOCIAL	COMPANY
100	98	81

TOTAL WEIGHTED SCORE: 98

READ ALL 217 CUSTOMER SUCCESS REVIEWS FROM AEROHIVE NETWORKS USERS

cisco Meraki



ABOUT CISCO MERAKI

Cisco Meraki believe that by simplifying powerful technology, Cisco Meraki can free passionate people to focus on their mission and reach groups previously left in the darkness. Founded in 2006, Meraki has grown to become an industry leader in the IT space, with over 140,000 customers and 2 million network devices and counting online around the world. Cisco Meraki comprehensive set of solutions includes wireless, switching, security, communications, EMM, and security cameras, all managed through Meraki's web-based dashboard interface. This allows customers to seize new business opportunities and reduce operational costs.

TRUSTED BY:

Audi Brookstone Make-A-Wish Nespresso University of Oxford

"We're on a mission to transform the guest Internet experience and Cisco's infrastructure provides a consistent and reliable global platform for this transformation. We've seen unprecedented double-digit increases in guest satisfaction scores since implementing our IHG Connect platform."

Jeff Eckard
VP of Global Hospitality Technology, InterContinental Hotels Group

"For me, the best feature is the full flexibility over all aspects of the network. And, at the same time, the Meraki cloud solution offers all important features to meet the needs of the user. You have to understand what you do, but you do not need a big IT team. You are flexible but can keep complexity away from the team – that was huge improvement for us!"

Gerrit Graf
IT Manager, Coop eG

"The highly adaptable Meraki cloud Wi-Fi solution enables me to quickly react and fulfill both business and client demands of this fast-evolving, always-connected society we work in."

Dan Morley
Head of IT Infrastructure, Village Hotel Club

"Meraki has helped SoulCycle be aggressive in terms of our deployments, our growth, and our scale. I don't think there's another product out there that can allow us to do IT refreshes in the time that we have with Meraki."

Derek McWilliams
IT Engineer, SoulCycle

CONTENT	SOCIAL	COMPANY
100	92	91

TOTAL WEIGHTED SCORE: 98

READ ALL 248 CUSTOMER SUCCESS REVIEWS FROM CISCO MERAKI USERS

aruba

a Hewlett Packard Enterprise company

MARKET LEADER

ABOUT ARUBA NETWORKS

Aruba Networks is a leading provider of next-generation network access solutions for the mobile enterprise. The company designs and delivers Mobility-Defined Networks that empower IT departments and #GenMobile, a new generation of tech-savvy users who rely on their mobile devices for every aspect of work and personal communication. To create a mobility experience that #GenMobile and IT can rely upon, Aruba Mobility-Defined Networks™ automate infrastructure-wide performance optimization and trigger security actions that used to require manual IT intervention.

TRUSTED BY:

Boston Medical Center — Exceptional care. Without exception.

DreamWorks Animation SKG

Jumeirah — Stay Different ™

KFC

Warner Bros. Pictures — Warner Bros.

"Aruba gives me everything I need: security, centralized management, and ease of deployment and maintenance.There's no limit to what we can do with the Aruba system."

Bo Mendenhall
Director of Wireless Security, University of Utah Health Sciences

"Before Aruba we were RF blind, now we can see. Now, from my desk, I can easily capture traffic at any hospital and import it into my traffic analysis application to troubleshoot problems or optimize the wireless network."

Gary Jenkins
Senior Network Engineer, Sharp HealthCare

"Problems that previously took hours to resolve now take minutes. With AirWave alone, we have realized substantial savings over the years through operational efficiency,reduced downtime, and consolidating our toolsets."

Neal Shelton
Network Engineering Supervisor, Fairfax County Public Schools

"When I see 200 concurrent wireless users on the WLAN during the day, and I get no support calls, that's when I know I've made the right decision. Aruba has given IT more control and robust security over our wireless environment and our users a better overall experience."

Kevin Smith
Manager, IT Global Communications, SAP Ariba

CONTENT	SOCIAL	COMPANY
100	88	90

TOTAL WEIGHTED SCORE: 97

READ ALL 237 CUSTOMER SUCCESS REVIEWS FROM ARUBA NETWORKS USERS

riverbed XIRRUS



ABOUT RIVERBED XIRRUS

Riverbed Xirrus is the leading provider of high-performance wireless networks. Xirrus solutions perform under the most demanding circumstances, offering consistent "wired-like" performance with superior coverage and security. The Xirrus suite of WI-FI optimized solutions Arrays, access points, cloud services, and wired switches provide seamless connectivity and unified management across the network. Xirrus provides a vital strategic business and IT infrastructure advantage to industries that depend on wireless to operate business-critical applications.

TRUSTED BY:

Carnegie Mellon University

More To Sea redondo BEACH

GAYLORD PALMS RESORT & CONVENTION CENTER Florida

Microsoft

"With Xirrus, we are able to provide our students, teachers, and faculty high- performance broadband wireless access throughout our district - enabling them to pursue new methods of teaching and communicating without worrying if the infrastructure can handle it."

Bailey Mitchell
CTO and CIO, Forsyth County Schools

"We designed our wireless system with the intention of going full-blown BYOD. The education system is moving towards cloud-based collaboration, so to maximize efficiency in the classroom, we knew that a reliable wireless network was imperative."

Sharon Lunceford
Director of Information Technology, Houston County Board of Education GA

"Xirrus presented a solution that was affordable to us. With the Xirrus solution we have one Array on each floor instead of one access point in each classroom, so we didn't have to run nearly as much cabling, and we didn't need to dedicate switch space to accommodate those devices. It was a simple, elegant solution."

Pete Lefrance
IT Manager, International School of Luxembourg

"Our firm will be even more successful now that we can work alongside our customers wirelessly throughout our office with the same performance as a wired network."

Brian Haffey
Associate Principal, OZ Architecture

CONTENT	SOCIAL	COMPANY
97	90	68

TOTAL WEIGHTED SCORE: 93

READ ALL 60 CUSTOMER SUCCESS REVIEWS FROM RIVERBED XIRRUS USERS

UBIQUITI NETWORKS

TOP PERFORMER

ABOUT UBIQUITI NETWORKS

Ubiquiti Networks, Inc. (Nasdaq: UBNT) eliminates barriers to connectivity for under-networked enterprises, communities and consumers with its leading-edge platforms that connect hundreds of millions of people throughout the world. With over 60 million devices sold worldwide, through a network of over 100 distributors, to customers in more than 180 countries and territories, Ubiquiti has maintained an industry-leading financial profile by leveraging a unique business model to develop products that combine innovative technology with disruptive price-to-performance characteristics.

TRUSTED BY:

ARCADIA Unified School District

InterContinental. Bali Resort

KINnectYOU

NASCAR

ONEREPUBLIC

"Having that 5 GHz capability made all the difference for our vendors. Despite having such a noisy environment, we were able to deliver the high availability and low latency they needed with ease."

Mike Francis
Founder and CTO, JMF Solutions

"Ubiquiti allows us to provide our customers with reliable service at a competitive price."

Paul Haeberle
General Manager, Teldat, Estelar Hotels

"UniFi is fast and robust... our UniFi network supports over 2000 concurrent users, so our students and teachers are satisfied."

Pablo Esquivel León
Network Administrator, Universidad del Azuay

"Switching to Ubiquiti was the best thing we have ever done for our school in regards to technology, and it continues to serve the needs of our users on a daily basis."

Mark Hedrick
Technology Assistant, The Connect School

CONTENT	SOCIAL	COMPANY
88	100	81

TOTAL WEIGHTED SCORE: 89

READ ALL 20 CUSTOMER SUCCESS REVIEWS FROM UBIQUITI NETWORKS USERS

mojo Networks

TOP PERFORMER

ABOUT MOJO NETWORKS

Mojo Networks is redefining the modern WiFi platform. Imagine the scalability to set up thousands of access points with a few clicks, all from your smartphone. Envision an Internet experience that engages users with your business to drive results. Stay secure on the same WiFi cloud powering Fortune 500s, Global 2000s and high levels of government. And enjoy the cost savings of a cloud-first solution without the pricey markup of proprietary hardware. Welcome to the era of prolific connectivity.

TRUSTED BY:

fresh ENCOUNTER FAMILY OF COMPANIES

Garden Fresh Restaurant Corp.

PRESIDIO PARTNERS

SANTA ROSA COUNTY DISTRICT SCHOOLS

TAO GROUP

"We ran a speed test between our existing Cisco AP and the Mojo C-120. As soon as we made the swap to Mojo, the speed was significantly higher, and we increased our download speed by 6x."

Robert Wyatt
Networks Systems Manager, Education Service Center, Region 6

"With Mojo's cloud services, we no longer have to invest in controllers or servers, and we can manage the entire system remotely from anywhere using a laptop. This is a significant benefit to us because it eliminates the need to travel across the UK to each of our 45 sites."

Chris Gensmantel
Group IT Manager, JCT

"Mojo AirTight eliminated the false alarms that were common in other systems, making it a very lean-back solution for our team. Also the intuitive management interface and the pre-configured plug-and-play Mojo devices made the solution very easy to deploy and manage, even across geographically distributed units."

Padilla Loza
Sub-Director of IT, Tienda Comercial Mexicana S.S de C.V

"The ease of setup, dependable performance, and the comprehensive WIPS solution provided by Mojo Networks are top-notch. I would strongly recommend Mojo Networks to anyone considering a Wi-Fi installation, be it a single AP, or hundreds of APs covering a wide region."

Bhaskaran Raman
Associate Professo, COMSNETS Association

CONTENT	SOCIAL	COMPANY
89	79	71

TOTAL WEIGHTED SCORE: **87**

READ ALL 23 CUSTOMER SUCCESS REVIEWS FROM MOJO NETWORKS USERS

Open Mesh

RISING STAR

ABOUT OPEN MESH

Open Mesh is about smarter, simpler WiFi. Open Mesh's low-cost, cloud managed wireless mesh networks make it easy to build a professional wireless network just about anywhere. Fueled by the passion and success of customers, Open Mesh has become a leader in low cost, enterprise-grade cloud-managed WiFi with more than 80,000 networks in use today. They specialize in hotels and resorts, multi-family complexes, retail stores, restaurants and small and medium-sized businesses. With free cloud management, They're a favorite of managed service providers and integrators. And with an open API and customizable firmware platform, They're developer-friendly too.

TRUSTED BY:

Batteries + Bulbs | Beach Point Club | clearbridge mobile | Wendy's | Westin Hotels & Resorts

"The Open Mesh equipment overcame every obstacle and delivered a reliable, cost-effective and easy to use solution for our partners and vendors."

Jared Bownds
Boundless IT, Kraft Nabisco Championship

"The cloud management is very easy to use: once you type in all your information, just simply plug in your device and you can basically set it and forget it."

Chris Cherry
IT Manager, Abstract and Title Company

"Overall, we felt Open Mesh gave us the greatest ROI for our school."

Brian Watts
IT Coordinator, Burrton School District

"The Open Mesh system is so easy to manage and configure. It makes the setup entirely simple, even with a fairly sophisticated level of need."

David Mercer
MSP, Mission Solano

CONTENT	SOCIAL	COMPANY
94	63	55

TOTAL WEIGHTED SCORE: 86

READ ALL 29 CUSTOMER SUCCESS REVIEWS FROM OPEN MESH USERS