SAFARICOM BUSINESS WI-FI SERVICE

PRODUCT SHEET

Visit www.business.safaricom.co.ke to learn more



*Terms and conditions apply

Safaricom Business

FREQUENTLY ASKED QUESTIONS

1. What is Managed Business Wi-Fi?

Managed Business Wi-Fi is an outsourced service which takes care of the design, installation, configuration, monitoring, and maintenance of a wireless network infrastructure for businesses or organizations. You can opt to have the full suite of design, installation, configuration, monitoring, and maintenance or just design, installation, and configuration. The latter would allow you to manage the solution independently once it is delivered.

2. Where can I get Managed Business Wi-Fi solution?

You can get Managed Business Wi-Fi your Safaricom account representative. More information can also be found on www.business.safaricom.co.ke/ManagedBusinessWi-Fi for a call back and for a solution fact sheet.

Such information includes Educational Content, regular newsletters with updates, case studies, and success stories related to managed Wi-Fi solution.

3. What are typical use cases for Managed Business Wi-Fi?

Businesses operating on Local Area Works, collocated cloud collaboration teams, Office Environments, Retail and Hospitality spaces, Healthcare Facilities, Education Institutions, Manufacturing and Warehousing, Public Venues, Remote and Branch Offices and other Managed Service Providers (MSPs).

4. Where do I start in getting Managed Business Wi-Fi?

Schedule a meeting with your sales representative to understand the client's current Wi-Fi setup, pain points, and requirements. An assessment of operations scale, number of users/devices, and any specific needs (e.g., guest access, high security, IoT integration) lays a good ground. Performing a site survey to evaluate the physical environment, existing infrastructure, and potential challenges adds factual assessment.

Based on the site survey and client requirements, we design a Wi-Fi solution that includes the necessary hardware (access points, controllers), software, and services. We ensure the solution addresses coverage, capacity, security, scalability, and management needs.

These activities conclude as a unique proposal addressing your needs.

5. How is Managed Business Wi-Fi priced?

Your unique Managed Business Wi-Fi solution proposal shall bring out where you can save money, maximise efficiency, drive revenues, and achieve other efficiencies as desired. This shall be presented in such way as to cover financial, equipment, people, and operational aspects to show how your managed business Wi-Fi shall work.

The proposal aligns to your choice of implementation:

- Safaricom Business Wi-Fi service: design, install and configure.
- Safaricom Managed Wi-Fi service: Design, install, configure, monitor, and maintain.
- Safaricom Managed Wi-Fi service with Analytics: Design, install, configure, monitor, maintain, and offer user and network analytics.

6. How do I buy my unique Managed Business Wi-Fi?

Negotiations to discuss pricing, contract terms, and any service level agreements (SLAs) follow to ensure both parties agree on the scope of work, timelines, and responsibilities.

Once you satisfied with the proposal and terms, we finalize a contract with all necessary paperwork completed and signed.

This opens the way for implementation and deployment of your unique Managed Business Wi-Fi solution as agreed.

7. How much does a managed Wi-Fi solution cost?

Costs vary based on the size of the deployment, the number of access points needed, the complexity of the network, and the level of service required. We shall offer a customized quote after assessing your needs.

8. Are there any additional fees or costs?

We shall offer detailed transparent quote that outlines all costs. This shall provide information about any additional fees for extra services, hardware upgrades, or overages.

9. How can I monitor the performance of my Managed Business Wi-Fi service?

Managed Business Wi-Fi service comes with a dashboard or monitoring tool that allows you to view network performance metrics such as bandwidth usage, connected devices, signal strength, and more. You can access this through a web interface, or a mobile application.

10. What should I do if the Managed Business Wi-Fi service signal is weak in certain areas?

Weak signals can often be resolved by adjusting the placement of access points or adding additional ones. Conduct a site survey to identify dead zones and adjust the network configuration accordingly. We shall assist with this process, kindly reach out to your service representative or our 24/7 support.

11. How do I add or remove devices from the Managed Business Wi-Fi network?

Devices can be added or removed via the network management interface. For your solution, device management may also involve configuring access control policies, which can be done through the dashboard we provide.

12. How can I secure my Managed Business Wi-Fi network?

We shall ensure that your Managed Business Wi-Fi network uses strong encryption protocols. We advise you regularly update your passwords and use multi-factor authentication where possible. Your managed Wi-Fi service also includes built-in security features like firewalls and intrusion detection systems.

13. Can I create a guest network for visitors?

Yes, your most Managed Business Wi-Fi service allows you to create a separate secure guest network. This network can have its own SSID and password and be isolated from the main network to enhance security.

14. How do I prioritize traffic for critical applications?

We use Quality of Service (QoS) settings to prioritize traffic for critical applications such as video conferencing or VoIP. This can be configured through the network management dashboard we provide.

15. How can I manage user access and permissions?

On the network management interface create user profiles and assign appropriate access levels. You may have to set up role-based access
controls to ensure users have access only to the resources they need.

16. What should I do if my Managed Business Wi-Fi network goes down?

First, check the status of your network equipment and ensure all cables are securely connected. If the issue persists, contact our managed Wi-Fi support teams or your service manager. We offer 24/7 support and can remotely diagnose and resolve many issues. Where necessary, our support teams shall visit you to ensure issues are promptly diagnosed, transparently tracked using service tickets and promptly resolved.

17. How often should I update my Managed Business Wi-Fi network equipment?

Regular updates are crucial for security and performance. We shall always follow the manufacturer's recommendations for firmware updates and handle these updates as part of our service.

18. How can I expand my Managed Business Wi-Fi service as my business grows?

Scaling your network may involve adding more access points and potentially upgrading your network infrastructure. It may also be when new branches and offices spaces come up. We can help plan and implement these changes to ensure seamless expansion. Kindly reach out to your service representative or our 24/7 support.

19. How do I handle interference and network congestion?

We minimise interference by using advanced features like channel auto-selection and band steering, which optimize the network performance. These we configure reduce congestion and improve reliability.

20. Can I get reports on Managed Business Wi-Fi service usage?

Yes. You get detailed reports on network usage, bandwidth consumption, user activity, and device connections. These reports help you understand usage patterns and optimize network performance.

21. What measures are in place to ensure data privacy?

Data privacy is ensured through encryption, secure access controls, and regular security audits. We ensure compliance with relevant data protection regulations and industry best practices to safeguard your information.

22. How do I make payments for Managed Business Wi-Fi?

A detailed payment plan shall be part of your unique proposal. This shall cover all payments required in the solution delivery. Acceptable payment modes include cash, cheques, and bank transfers. All payments you make, ensure they in favour of Safaricom Limited.

23. What credit terms might I get for my Managed Business Wi-Fi?

Your payment and credit terms shall be detailed in your unique proposal, where necessary. They shall be affirmed in the subsequent negotiations and captured in the contract documents.

24. What kind of support can I expect?

We offer various levels of support, including 24/7 monitoring, remote troubleshooting, on-site support, and regular maintenance. Your service level agreement (SLA) has specific details on response times and support availability. Our support for you can be reached either through your service manager, support line 2222 (0722 002222) or via email, businesssupport@safaricom.co.ke.

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