



Henkel Turns to the AirWave® Wireless Management Suite to Manage a World-Wide Network

With headquarters in Düsseldorf, Germany, and operations in more than 125 countries around the world, Henkel operates a wireless mobility solution on a global basis. The name behind such well-known brands as Persil, Loctite and Schwarzkopf, Henkel commenced an upgrade to, and replacement of, their existing wireless LAN in 2005. Choosing a solution from Aruba Networks, the worldwide network would become an important part of its IT infrastructure, supporting logistics within their warehouses, employee applications and guest access in their offices and training centres. Given the global reach of the network, and its importance to ongoing operations, the implementation of a network management solution to manage the network was key.



“We knew we would come to rely on the wireless network, and in the same way that we have an operations management platform for the wired network, we were going to need a solution for our global wireless network,” said Detlef Feistl, system engineer and IT specialist at Henkel. “Fault-management, configuration, accounting, performance and security [FCAPS] was going to be essential for the wireless network, and the AirWave Wireless Management Platform meets that need perfectly.”

Henkel chose a model of centralised management but with an element of local control. From the Network Operations Centre in Düsseldorf, the management

team oversees the operation of the network, but allows network engineers within different countries to manage aspects of their local network. The AirWave Wireless Management Suite’s role based management supports this approach allowing the NOC to delegate change authority to engineers within a country or network domain. The local engineers see only the network elements relevant to them, receive fault reporting only from those components that they have responsibility for, and can configure and control only those devices in their domain – domains that are as disparate as Australia, China, Russia and the United States.



Location: Düsseldorf, Germany

WLAN Size:

- In excess of 1200 wireless access points across 75 locations
- More than 5000 Wireless network users

Hardware:

- Aruba AP 60 / 65 / 70 / 125 802.11a/b/g/n access points
- Aruba 200 / 800 / 3000 / 6000 series Mobility Controllers

AirWave Product:

- Role based management
- One screen overview of the operation of a global network
- Historical reporting over 6+ months
- Inventory and compliance reporting on over 1,300 managed devices

CASE STUDY

Logistics



While delegating authority for some management to local engineers, the NOC retains overall control of the network operation, and has oversight of the network from the AirWave software's main page. Connectivity issues, move/add/changes to the network, network throughput, security violations – these are all important characteristics of the network that the NOC can monitor simply by glancing at the main screen. If an issue is identified, the architecture of the AirWave platform means that detailed information is only a click away.

In common with many other organisations, Henkel has found that the wireless network is continuously evolving; new client devices appear, new security standards must be implemented, new sites are brought online on a regular basis. Extensive compliance reporting functions available within the AirWave software allow Henkel to monitor the progress of projects and ensure that network components meet the corporate standards for security and operation. For example, Henkel now widely implements WPA2 as an encryption mechanism for wireless traffic, but this required a move away from earlier encryption methods. Compliance reports allow the NOC to establish which devices are not compliant to the new standard, and to track the migration to WPA2.

In such a large network – with well over 1,000 access points and nearly 100 controllers located on sites around the world, inventory management has proven to be a very useful tool. It allows

new devices such as access points, controllers and other wireless clients – authorised or not – to be identified and tracked. It also aids in fault-finding, a particular strength of the AirWave software. The intuitive user interface and the wealth of historical data available allows the NOC to draw comparisons between the operation of the network or attached devices over time, allowing trends to be recognised or faults to be diagnosed. For example, a common user problem is not being able to authenticate onto the network. The AirWave software allows the user's location to be quickly identified from their login name, and to see how they are authenticating to the network (are they trying to connect to the wrong network, is their password correct etc?). Because Henkel operates a system of machine authentication, the NOC can also interrogate the historical database and determine whether the client device has had problems connecting to the network before – something that might suggest a hardware or driver problem.

Historical reporting not only helps greatly with fault management, it also allows Henkel to meet internal guidelines on managing guest users; the NOC is required to maintain guest user records for up to six months.

Without the AirWave software, Henkel would be able to manage the network using the management interface available from the controller. With the AirWave software, Henkel has a complete FCAPS solution enabling simple management of a global network.

Organization Overview:

Henkel has been committed to making people's lives easier, better and more beautiful for more than 130 years. A Fortune Global 500 and Germany's most admired company according to a recent Fortune survey, Henkel offers strong brands and technologies in three areas of competence: Home Care, Personal Care and Adhesive Technologies. Each day, more than 52,000 employees in 125 countries are dedicated to fulfilling Henkel's claim "A Brand like a Friend."

In fiscal 2008, Henkel generated sales of 14,131 million euros and adjusted operating profit of 1,460 million euros.

"Local administration is balanced nicely with the oversight of the entire network that AirWave gives the NOC. When we need more detail to fault-find, review the inventory, obtain compliance reports, or look at the history of use of the network, the data is there, simple to find and easy to analyse."

Detlef Feistl

*System Engineer & IT Specialist
Henkel*



WWW.AIRWAVE.COM

1344 Crossman Avenue. Sunnyvale, CA 94089 | Tel. +1 408.227.4500 | Fax. +1 408.227.4550