



JET AIR Case Study

Service Providers

PRIN ICT transforms intermittency to independence in South Africa

JET AIR PtMP solves stability, interference and capacity challenges, assists in growing revenue and retaining customers for ISP.

About **PRIN ICT**

PRIN ICT is an Internet Service and Telecommunications provider in South Africa. Based in Pretoria, PRIN ICT is a local provider of high-speed broadband access, developing and building its own infrastructure, including a variety of wireless internet services. The company provides wireless internet to home users, SMEs, and corporate clients.

About **MiRO**

MiRO has been partnering with PRIN ICT since 2015 and is RADWIN's exclusive distributor in South Africa. Founded in 2003, MiRO has grown to be amongst South Africa's leading distributors of Wireless, Networking, VoIP, and IP Video products. MiRO has the experience and a proven track record of supplying powerful, flexible, and scalable solutions that fulfill the communication requirements of its clients.

Combating unstable connections and customer loss

The beginning was promising: PRIN ICT, in partnership with MiRO, was growing rapidly and deploying a large wireless network. However, their good reputation as a service provider was threatened due to intermittent connections and an unstable service that their incumbent wireless vendor equipment provided. MiRO, understanding the challenges, introduced PRIN ICT to RADWIN to solve the stability, interference, and capacity issues they were experiencing on their network.



“Whether it is JET AIR, NEO, or NEO DUO, RADWIN PtMP is the perfect solution for service providers wanting to deliver fiber-like connectivity and keep in pace with the growing demands from customers for high-capacity and best effort service levels. We rely on RADWIN to meet this demand and are proud of our six-year relationship... which is growing stronger every year!”

Marco de Ru, Managing Director at MiRO



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RADWIN's JET AIR led the transformation

Since purchasing RADWIN JET AIR, there has been no looking back. Thanks to RADWIN's world-renowned bidirectional beamforming technology, PRIN ICT has eliminated the need for licensed spectrum, and due to RADWIN's advanced interference mitigation, their customers no longer suffer from service interruption. Armed with a network of RADWIN JET AIR PtMPs, PRIN ICT was able to win back lost customers, and secure their existing customer base.

PtMP Benefits for PRIN ICT

The advantages of deploying RADWIN's PtMP fixed wireless solutions, specifically JET AIR, are plentiful:

- » Reduces operational expenses due to minimal maintenance of its equipment and site visits.
- » Eliminates the need for additional spectrum
- » Bidirectional beamforming technology eradicates interference almost entirely
- » Reduces latency and increases throughput
- » Allows Service Provider to offer triple-play services with guaranteed SLA for businesses
- » Leverages residential customer success to business models

What PRIN ICT is saying about RADWIN

“I just wish we had started with RADWIN. Had we done so, I believe we would not have landed playing catch-up, trying to recover customers that we had worked so hard and paid so dearly to connect. We could have focused on building our business instead, connecting new customers.”





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“Reading about RADWIN success stories, the company seemed too good to be true. However, in my experience, RADWIN does what it says it can do, expectations are met, and often exceeded.”

“Due to the increase in capacity that we were able to offer customers, we started to offer triple-play services with guaranteed SLAs to businesses.”

Armand Erasmus, Managing Director PRIN ICT



About RADWIN

RADWIN is the global provider of broadband wireless solutions that deliver blazing-fast broadband with unparalleled reliability. Deployed in over 170 countries, RADWIN's solutions power applications including backhaul, access, private network connectivity, and broadband on the move for rail and metro trains.

www.radwin.com