



JET & NEO SERIES Case Study


Service Providers

JET and NEO Series form foundation for WUIPI's future FWA network

Venezuelan Service Provider uses RADWIN PtMP beamforming solutions to scale its wireless network and help grow its user base, capacity, and revenues

Customer:

WUIPI Telecommunications (WUIPI) is a broadband internet service provider for the tourist hub of Puerto La Cruz, Barcelona and Lecheria. Delivering high-speed wireless broadband using RADWIN's PtMP beamforming technology, WUIPI has connected more than 3000 end customers throughout the entire area, including the port, residential complexes, and local businesses.

Partner:  Winncom Technologies a worldwide distributor and provider of complete networking solutions.

Customer Challenges:

Equipment failure, insufficient capacity, and unstable service.

WUIPI provides both enterprise and residential needs for wireless connectivity - from oil refineries to cruise lines, marinas, shopping centers and other commercial businesses.

Prior to selecting RADWIN, WUIPI faced several challenges:

Capacity: WUIPI's network could not provide high enough capacity for existing and new users.

Scalability: The company could not grow their network with existing infrastructure.

Service Levels: Due to frequent equipment failures, WUIPI experienced unstable service performance and could not deliver sufficient service levels to business customers.

Customer Retention: As a result of the issues described above, WUIPI received complaints, some adversely affecting customer retention.



“We were looking for a complete, all-in-one solution that could provide excellent radio performance, management tools and professional support, all in one package. CIR services for business customers are an added bonus. RADWIN meets all of the criteria.”

Rafael Montilla, CEO, WUIPI



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Scaling and growing with RADWIN PtMP:

After successfully deploying RADWIN's PtP solutions for backhaul in mid-2020, WUIPI expanded its network with RADWIN PtMP products: RADWIN's JET and NEO Series - JET for enterprises and NEO for legacy service replacements.

Why RADWIN was chosen:

WUIPI selected RADWIN after six months of contemplating other technologies. RADWIN was chosen due to:

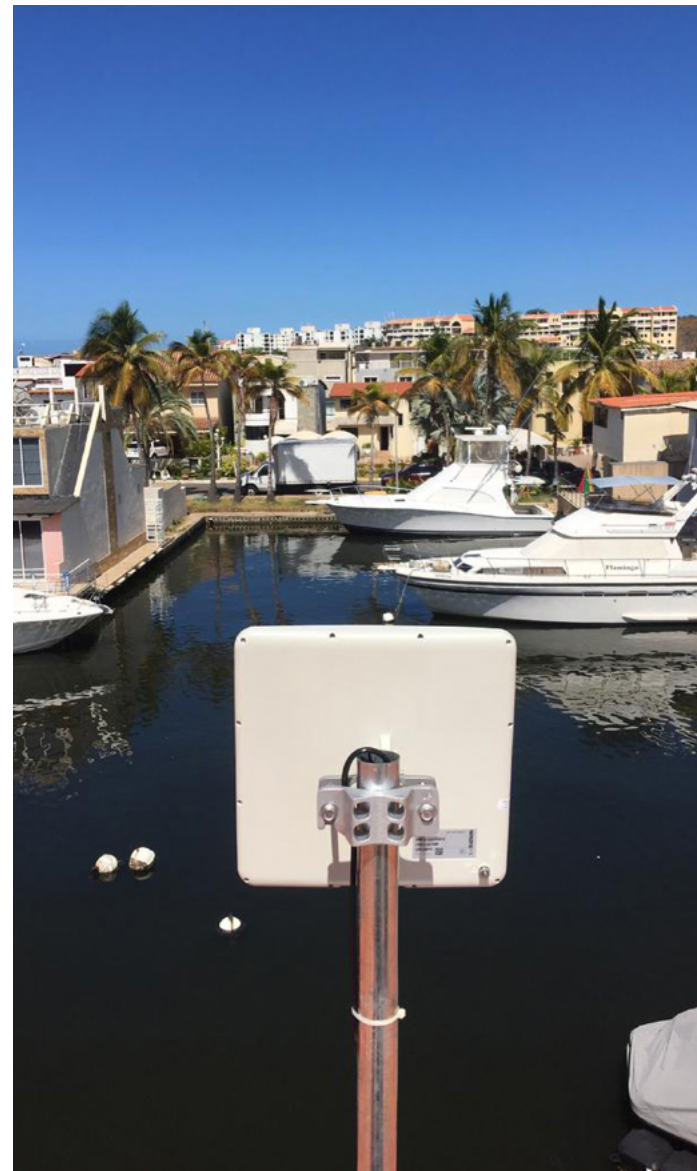
- 1. Bandwidth:** RADWIN's broadband solutions offer fiber-like capacity to end users (>50 Mbps).
- 2. Stability:** Connection performance is stable with RADWIN. RADWIN helped WUIPI to become a preferred service provider for both residential and business customers.
- 3. Technical Support:** RADWIN's services were helpful and professional. The company responded quickly, gave personalized attention, and demonstrated great flexibility and dedication.
- 4. Effective Tools:** RADWIN provided WUIPI with effective and comprehensive OSS tools for network implementation and support. These consist of planning, installation, and maintenance.

Efficient deployment on RADWIN-WUIPI journey

To address the company's urgent needs, RADWIN worked closely with WUIPI during the first stage of the deployment, connecting all clients and achieving overall satisfactory results. WUIPI was impressed with RADWIN's team commitment and collaboration and with the versatility of its solutions including beamforming technology, high-capacity, and OSS tools. Today, WUIPI also enjoys a single platform that provides both Best Effort and CIR services. WUIPI's current RADWIN arsenal includes 27 base stations, comprised of 15 JET DUOS and 12 NEO Series.

“After six months of analyzing market technologies, RADWIN shone as a real broadband solution.”

Regulo Somoza, CTO, WUIPI





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Unprecedented Growth for WUIPI: Increasing bandwidth; increasing revenue

Since deploying RADWIN, WUIPI's user base has risen to more than 3000 active customers, with RADWIN's equipment and services representing 35% of these customers. In addition, WUIPI's bandwidth has increased by 300% and their income has grown by 1000% in just two years.

- » RADWIN makes up **35%** of **WUIPI's 3000 active users**.
- » WUIPI's **income increased by 1000%** in just 2 years.
- » RADWIN helped **increase bandwidth by 300%**.





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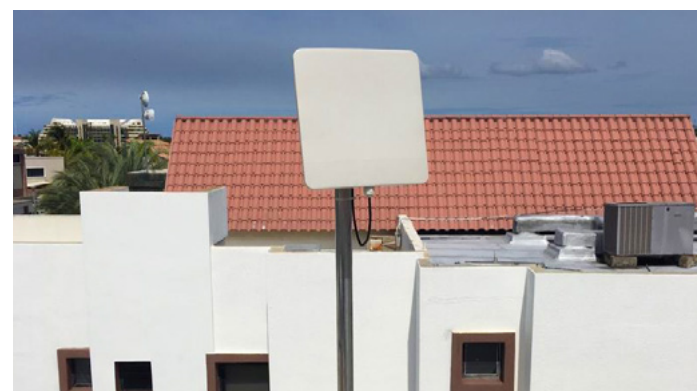
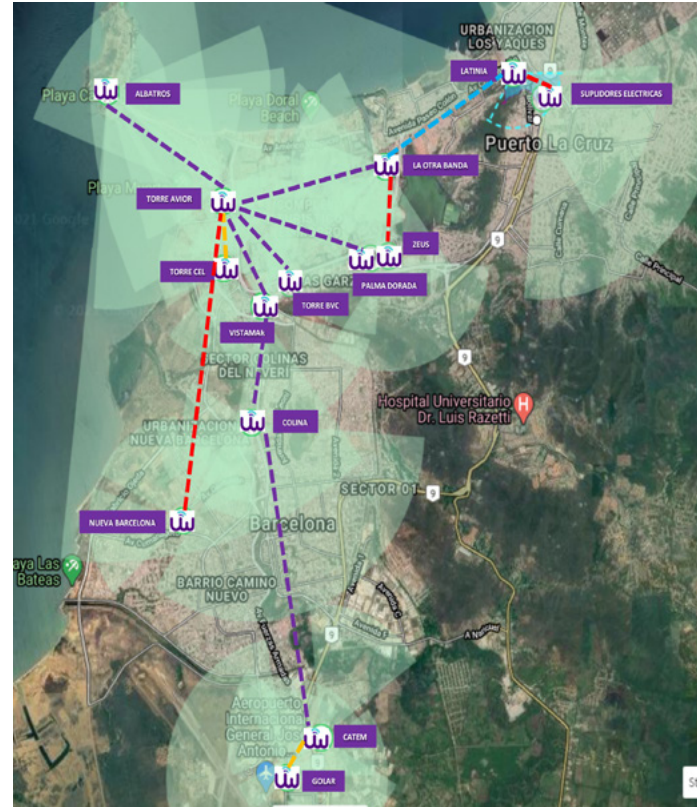
Ongoing Plans

WUIPI plans to sustain growth of its organization and expand its collaboration with RADWIN by:

- » Adding new base stations to dozens of new sites by migrating 90% of old Ubiquiti equipment with RADWIN solutions.
- » Continuing to increase service packages to more than 50 Mbps, offering higher capacity to even more customers.

“RADWIN's NEO is the foundation of our future FWA network - providing high-quality and reliability.”

WUIPI Management Team



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