

Delivering Consistent High Speed



“We needed to dramatically increase base station capacity to provide higher throughput to customers. GPS synchronization gave us the capability to do it by providing higher throughput in a very limited spectrum.”

- KRZYSZTOF JASEK,
CEO, KAJA KOMPUTER

IN POLAND, IT IS REQUIRED THAT SMALL INDEPENDENT COMPANIES use a part of the name of the CEO in the title of the company. More than a symbol of ownership, it puts the individual owner in the spotlight of every decision and every customer interaction. Customer satisfaction is more than a number; it is the reflection of the reputation of the owner. When Krzysztof Jasek started KAJA Komputer in 1994, he took on this responsibility and has built a strong reputation in a fast moving, ever changing, high technology industry.

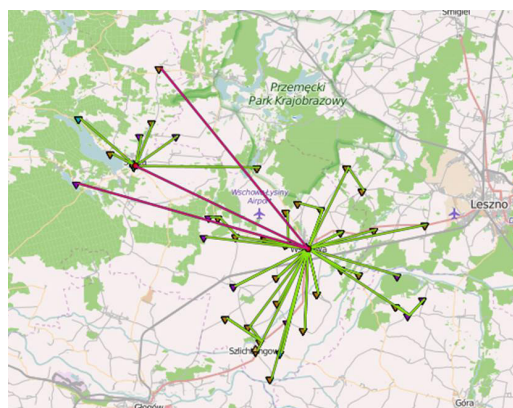


In 2005, after establishing a solid business in supporting the hardware and software needs of local enterprises in Western Poland, KAJA added Internet connectivity service offerings to business and residential customers. Krzysztof Jasek, CEO, continuously seeks out ways to improve customer satisfaction and delivers solutions to a growing customer base.

Challenge

“WHEN WE STARTED OFFERING INTERNET CONNECTIVITY IN 2005, WE CHOSE THE dominant technology,” says Jasek. “As the number of customers grew to 2,500, and the bandwidth that each customer needed increased, we came to the maximum efficiency of the technology. Customers were there to be had, but the technology constrained us.”

Serving dozens of rural towns in five districts, KAJA Komputer needed a solution that would satisfy the needs of both business and residential customers.



Service Area map (source: Google)

Solution

JASEK DECIDED TO TEST ePMP BY DEPLOYING it in one town to do a side-by-side comparison with his existing technology before deploying it. Four ePMP base stations were deployed to connect 60 customers. KAJA used their existing towers and created a new subnetwork of ePMP Access Points. The ePMP Subscriber Modules are installed in the exact locations that were served by the older WiFi devices.

ePMP Solutions	
Frequency	2.4 GHz, 5 GHz
Throughput	200 Mbps
Synchronization	GPS Synchronization
Quality of Service	Multi-Level Prioritization Scheme
Loading per Access Point	120 subscribers per AP

Results

“THE EPMP ALWAYS GAVE US BETTER RESULTS,” SAYS JASEK.

“We could see it in the throughput statistics, and our customers saw it in their faster connections. Business customers were calling us to report that they could easily see the difference on their computer screens. Residential customers who were using connectivity for gaming were the first to notice consistently faster performance.”

Based on these results, more customers are being added to the ePMP network. Over time, customers in the other districts will be migrated from the old technology to the ePMP network. “ePMP technology gives us a network with higher quality of service, improved stability, and enables us to sell higher service levels than we could before,” said Jasek.

KAJA Komputer new service offerings	
Business	20 Mbps Downlink / 20 Mbps Uplink
Residential	8 Mbps Downlink / 1 Mbps Uplink

Jasek delivers what his clients need, which is important with his name on the company. “You should not be complacent, or be afraid of trying something new, especially in technology. You need to learn about the latest. We had started with the dominant technology at the time, but found that we reached the limit where we could no longer grow. We found that ePMP enables us to grow and add new customers while at the same time increasing services.”



ePMP Access Point connect the city



ePMP Access Point

About KAJA Komputer

www.kajakom.pl

Provider of IT hardware and software services to businesses, including planning, provisioning, and administration. In In 2005, expanded the business to provide Internet access, VoIP services, and data connectivity.

Customers include:

- Business clients
- Residential Internet access clients

Why KAJA Komputer Chose Cambium Networks:

- **Increased bandwidth** - to meet the customer demand of higher speeds and more services
- **High quality of service** - to provide a consistent level of service as new clients are added on to the network
- **Enhanced service offerings** - to provide premium services offerings that our customers need