

D A M O V O

Citizens WiFi: hotspot publicly accessible - secure - reliable





Change Driver

A big city in Germany passed a political resolution to provide free WiFi to public citizens. This needed to be easy to access and manage.

115 publicly accessible locations including museums, youth centres, and leisure facilities as well as citizen offices needed to be equipped with WLAN access points.

Under liability law, the WLAN service needed to be provided by an external service provider.





Damovo Approach

The contract was assigned to Damovo – who also managed the LAN, WiFi and UCC technology within the administration.

Based on Extreme WLAN technology, a central WiFi controller was set up.

In the first phase, up to 3 access points were rolled out at 45 of the 115 locations. In order to prevent the use of improper, illegal and ethically unacceptable content, blacklists were created in the firewall, which could be adapted as required on an ongoing basis.

The user can access the WiFi by opening a URL. No registration is required. This will deliver moderate bandwidth for 1 hour. The duration is limited to prevent residents from permanently using the free WiFi connection.



Customer Value

DAMOVO

How the **IT Manager** benefits

The provision and operation of the WiFi by the external service provider increases the range of services offered by IT, but places no additional burden on the existing workforce.

How the **city** benefits

The attractiveness of both the city and its public places/attractions has increased.

The degree of digitisation of a city is an important factor in the competition between cities.

The use of digital technology within city departments increases the quality of the administration and reduces throughput times.

How the **citizens** benefit

The user has access to free WiFi hotspots making it easier and cheaper to communicate on the go

Waiting times in citizen's offices or visits to youth and leisure facilities can be spent using the Internet.

The simple provision of location-specific information leads to more knowledge and enlightenment about citizens.