Cambium Networks™

MSP Blasts Ahead with Security Offering

"It's not always about equipment price; you have to consider price for performance. With Cambium Networks, we have complete end-to-end solutions that are simple to integrate and operate. When you consider the amount of time you will need to integrate security functions, Wi-Fi, switching and the rest, Cambium delivers real value that can't be beat."

CHRISTIAN CANTRELL,
CEO,
LOCKEDHEART TECHNOLOGIES, LLC
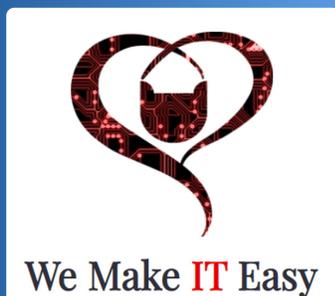
IN A CROWDED MARKET, it can be hard to differentiate and stand out. Many MSPs start out by offering basic internet services to small and medium business (SMB) clients. While this provided a start, Lockedheart found that their initial technology solution was at the "table stakes" level and did not enable them to differentiate among multiple managed service provider (MSP) alternatives.

Challenge

WITH THEIR INITIAL SOLUTION, problems with VoIP services and Wi-Fi calling started to grow. Cybersecurity became top of mind, and support from their networking hardware provider was of little value.

Their SMB clients have 10 to 100 users and do not have in-house IT services. Their previous equipment provider had a low initial cost. However, over time, the lack of integration and support drove up customer trouble reports and maintenance time. Lockedheart saw that they could stand out among MSPs by offering exceptional end-user experiences.

"We focus on ease of use and a high level of support for SMBs that don't have an IT department or person," says Christian Cantrell, CEO of Lockedheart Technologies, LLC. "We aim to impress."

Solution

ULTIMATELY, THEY FOUND Wi-Fi and switching solutions from Cambium Networks. The Network Service Edge (NSE) next-gen security solution allowed Lockedheart to offer a secure, easy-to-manage end-to-end network stack.

Now, Lockedheart offers many services leveraging the efficiency of a converged network. The network automates processes across multiple technologies, supporting a satisfactory end-user performance.
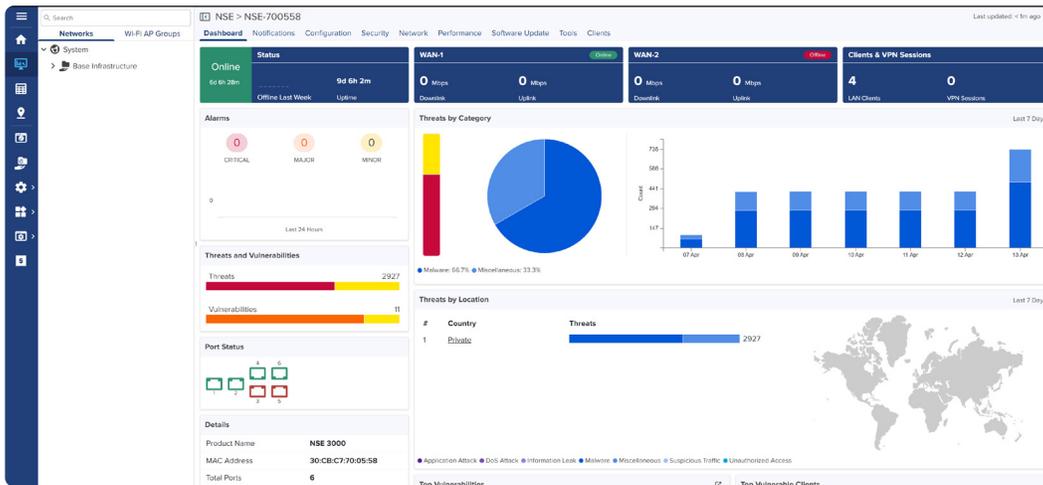
- **Security and SD-WAN**

  - NSE 3000 – The Network Service Edge delivers advanced security, network and WAN services for SMB enterprise networks. NSE 3000 establishes a resilient and application-intelligent WAN edge, ensuring network protection against threats with a LAN vulnerability assessment. Its detailed dashboard offers IoT device visibility and delivers core services in one integrated application.

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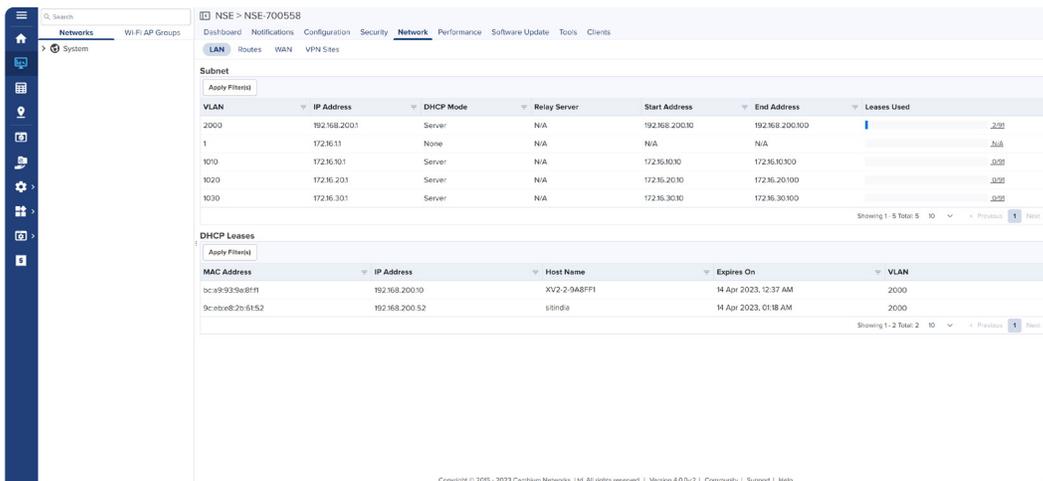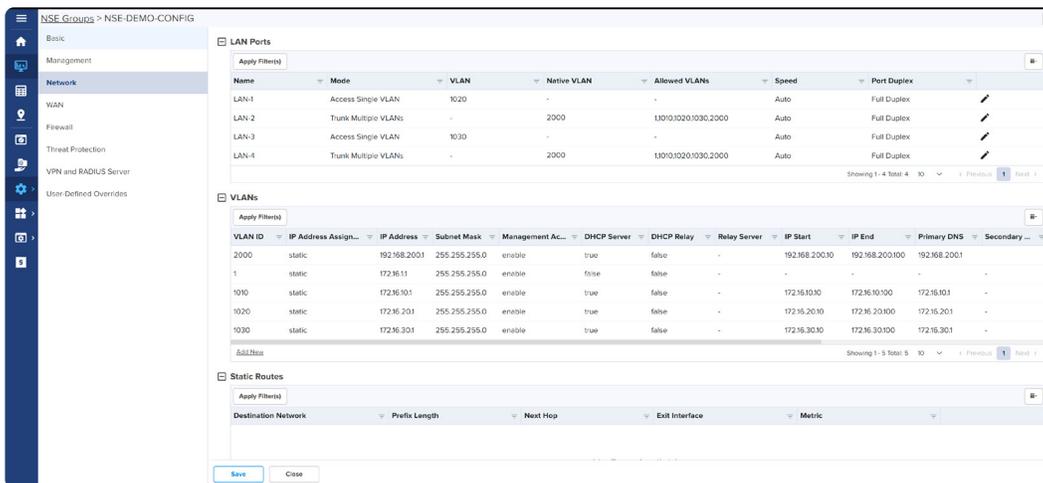
- **Wi-Fi Access Points**
    - Indoor – Wi-Fi 6 indoor solutions deliver superior performance as proven in a third-party Tolly report.
    - Outdoor – Wi-Fi 6 with high-efficiency antennas deliver service up to a 1-kilometer range, ultimately saving equipment and installation cost.
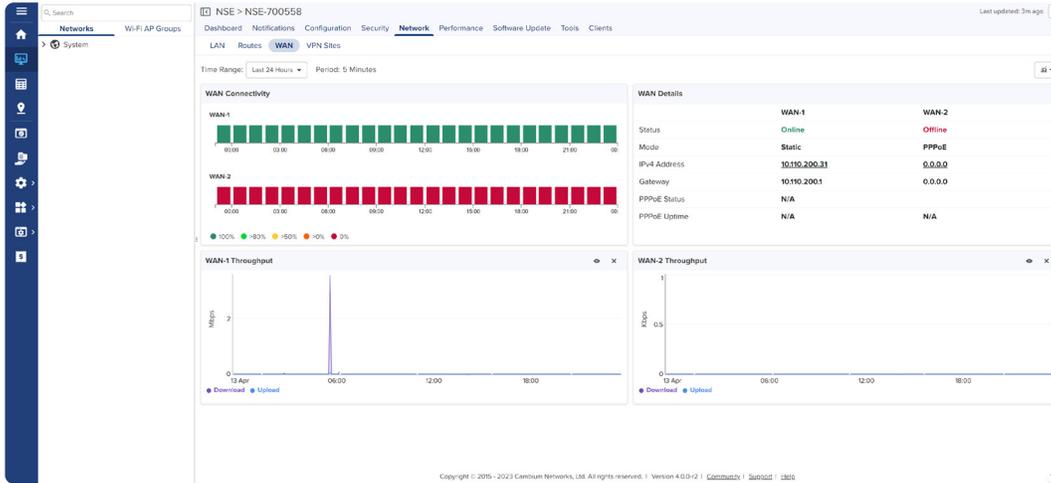
- **Ethernet Switching**
    - cnMatrix – Indoor and ruggedized switching solutions include automatic switch configuration and profile devices to automatically place them in the appropriate network segment
- **Video Surveillance**
    - cnVision – This wireless solution backhauls video feeds to one location instead of having a DVR and NVR at each device.
- **Centralized Cloud Management** – A single-pane-of-glass solution enables monitoring and management of the network.

Results

CURRENTLY, LOCKEDHEART REACHES OUT to municipalities and local businesses offering design, installation and maintenance services. By leveraging Lockedheart's experience and level of customer service, their clients can achieve greater levels of system performance and availability.

Now, their clients are impressed.

> **"A newly onboarded law firm asked me if they were getting a special level of treatment.** They felt their service level has been significantly superior to their previous solution."
>
> - Christian Cantrell, CEO, Lockedheart Technologies, LLC

"Lockedheart Technologies has been a lifesaver for our agency. They have helped us to consolidate and mediate a majority of our technology issues, including email, security and communication platforms. Lockedheart has taken care of all our technological needs from the start. They've included phone services, which have lowered our previous costs by almost 50 percent. We are confident that our technologies, as well as our hardware and software requirements, are securely handled. It's a sigh of relief. Thank you, Lockedheart for providing A++ service for all our technology needs." - Independent Insurance Agency Owner

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Next Steps

LOCKEDHEART AIMS TO leverage their satisfied customer base and grow fast. "It's not always about equipment price; you have to consider price for performance," says Cantrell. "With Cambium Networks, we have complete end-to-end solutions that are simple to integrate and operate. When you consider the amount of time you will need to integrate security functions, Wi-Fi, switching and the rest, Cambium delivers real value that can't be beat."

What to look for in a technology solution:

1. Simplicity of operation
2. End-to-end network coverage
3. Price for performance delivered

- Christian Cantrell, CEO, Lockedheart Technologies

Lockedheart is an end-to-end technology service provider in Georgia that helps clients with internet services, VoIP services, networking, cybersecurity and end-user support. They focus on serving SMBs with their digital transformation initiatives by designing, installing and maintaining networks that deliver outstanding end-user experiences. Their clients include municipalities, independent insurance agencies, law offices and construction companies.

Cambium's ONE Network

THE CAMBIUM ONE NETWORK simplifies operations by providing one secure and converged IT experience. The platform integrates Wi-Fi, switching, network security, SD-WAN and outdoor fixed wireless infrastructure into one framework managed by cnMaestro™. Within this framework, administrators manage multiple network elements from edge to cloud with common visibility, policy, network security and troubleshooting workflows. This application-centric platform enables IT to automate the optimization of end-user experiences.
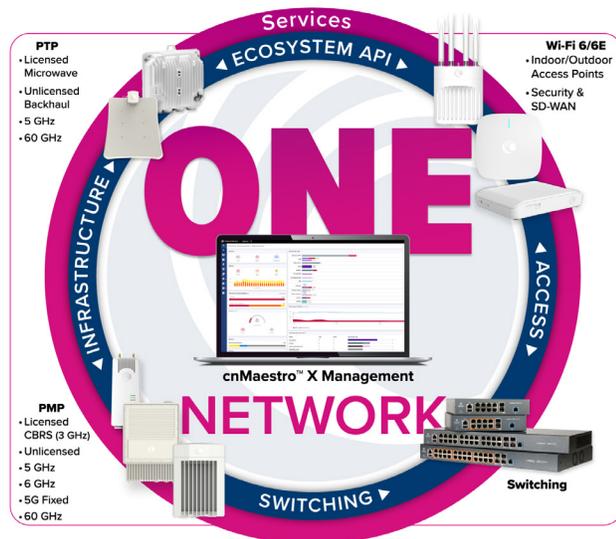
ABOUT CAMBIUM NETWORKS

Cambium Networks enables service providers, enterprises, industrial organizations, and governments to deliver exceptional digital experiences and device connectivity with compelling economics. Our ONE Network platform simplifies management of Cambium Networks' wired and wireless broadband and network edge technologies. Our customers can focus more resources on managing their business rather than the network. We deliver connectivity that just works.

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