

How we helped the City of Parramatta modernise & expand Wi-Fi services

The Challenge

The City of Parramatta was operating on **ageing Wi-Fi infrastructure** across its offices and locations.



**CITY OF
PARRAMATTA**

The existing technology was approaching **end-of-support** and no longer met performance or reliability requirements.

Frequent dropouts, poor user experience, and limited visibility made it difficult for IT to troubleshoot issues or support users effectively.

This posed a risk to broader transformation initiatives that relied on reliable wireless connectivity.

Our Approach

We partnered with the City of Parramatta and **Juniper** to **design and deliver a modern Wi-Fi solution** aligned to the organisation's evolving needs.

We refreshed Wi-Fi infrastructure across offices and **expanded coverage** into car parks and outdoor areas **using Juniper Mist AI technology**.

All parties collaborated to develop a bill of materials that **balanced technical requirements with budget constraints**, ensuring a practical and scalable outcome.

The Result

The City of Parramatta now has **centralised visibility and control** of Wi-Fi services through a **single management platform**.

Wireless performance, monitoring, and troubleshooting have significantly improved, **enabling faster issue resolution** and a better user experience.

The refreshed environment also **supports the ongoing expansion of Wi-Fi services** across the CBD and **underpins future digital initiatives**.

Planning a similar Wi-Fi uplift? We help councils modernise connectivity, improve visibility, and support future services with minimal disruption. Get in touch to see how we can help plan and deliver your Wi-Fi refresh.

