



Aerohive Networks

Review From A Customer



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From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Senior Security and Infrastructure at a tech services company with 1,001-5,000 employees

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WHAT IS MOST VALUABLE?

Very easy deployment Great radio performance Application signatures – very powerful L7 firewall Tools for troubleshooting of Wi-Fi clients

HOW HAS IT HELPED MY ORGANIZATION?

We implemented more advanced Visitors networks on our sites and also more strict security rules for bring your own device and other wireless access networks. That wasn't possible without L7 firewall on AP itself. Also before we didn't have central management for all APs at our organization – now we can change anything we want from within one place.

WHAT NEEDS IMPROVEMENT?

Aerohive configuration management can be little hard to understand for someone who has never worked with it. The initial configuration is easy but advanced tuning needs deeper knowledge of Wi-Fi technology and also about Aerohive management. On the other hand – the support is very helpful and documentation is very large and contains almost everything that can be found at HIVE console.

FOR HOW LONG HAVE I USED THE SOLUTION?

One year and 6 months.

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

No. Deployment was smooth with any major problems

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We had/have some problems with stability, but it's not problem with Aerohive itself. We are covering manufacturing/industrial environment, which is emitting lots of interference on the 802.11 b/g/n band. Stability on this band is very poor due to the environment, but on 802.11 a/n band (because of more channels) stability is very good.



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WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

Scalability is not a problem at all. At some places we have “high density mesh” and L2 roaming along with automatic channel distribution is working very well.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Customer Service: Customer service is very helpful. Before deployment we were speaking with our regional customer service and then directly with Aerohive. Both gave us the necessary information for deployment and initial configuration. Technical Support: Customer service is very helpful. I am using two different ways to solve the problems – one is through my regional contact (Aerohive reseller + support) and second is directly with Aerohive support. We submitted some cases and all were solved with an explanation of function or a bug fix in a new release.

WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?

We had “non central management” wireless solution before Aerohive. That was our primary goal for switch – to have central control over wireless connection at whole company and enforce different set of security policies.

HOW WAS THE INITIAL SETUP?

Initial setup was straightforward – it’s very easy to deploy it. We had a pilot on one site, where all our needs were tested and then solution was deployed to the rest of company.

WHAT ABOUT THE IMPLEMENTATION TEAM?

We deployed by “in-house company” team. Initial/tuning configuration was done by me and physical deployment was done by local IT support on remote sites.

WHICH OTHER SOLUTIONS DID I EVALUATE?

Yes – we did evaluations of some other products. We tested Cisco Meraki – Meraki is very good product, straightforward with configuration, but they don’t provide central management which can be kept in-house, but only hosted on their cloud. We were not satisfied with it, because we want to keep all our info inside our network. We also tested Cisco APs with controllers, but again this architecture is not something that would suit us, because of absent central management.

WHAT OTHER ADVICE DO I HAVE?

Initial deployment is very easy but tuning and understanding of all things at management can take some time. Once it is set and working – it is very good solution with wide range of possibilities.

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