LET'S CONNECT & EXPLORE THE POSSIBILITIES

RAI IT SERVICES & INFRA
MAKES IT WORK

rai
AMSTERDAM

Wired Internet & Network

Every event makes use of the internet and IT networks. What is actually needed will depend partly on the type and scale of the event.
RAI Amsterdam can provide almost any IT infrastructure needed for an event and this document outlines all your options.

CABLED INTERNET
Cabled internet access is available at every location in the RAI. A cabled internet connection enables direct access to the internet in the form of a CAT5E UTP cable and is configured with a pre-agreed bandwidth.
This bandwidth can range from a minimum of 2Mbps to 2Gbps. Higher bandwidths are also available; these are then delivered as a fibre-optic connection, including a managed switch. The agreed bandwidth applies to both up- and download traffic.

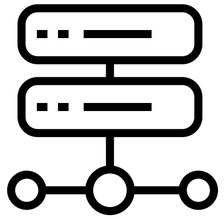
Each internet connection comes with 255 private IP addresses and provides 'open' access to the internet. An internet connection can be extended with public IP addresses, which also allow traffic from outside the RAI to the equipment connected to your internet connection.

Our internet connections are constantly monitored by our IT team. In doing so, we can see the performance of the connection up to the connected equipment.
If necessary, someone can come on site to solve any problems.

Although no firewall is placed between your equipment and the internet, several cyber security options are available. We offer three levels, each with its own set of measures.

Please click on this link to read cyber security brochure on **www.rai.nl**

Wired Internet & Network



SHARED INTERNET NETWORK
An internet connection comes with a single cable. It is possible, however, to share the bandwidth of the internet connection across multiple cables in order to use the internet connection with multiple devices and in different locations. For example, the bandwidth of an internet connection for registration can be shared across multiple registration areas.

RAI provides the IP addresses on this network (DHCP). These network connections are called Shared internet VLAN drops.

This network design offers various benefits:

1. Only one internet connection with sufficient bandwidth needs to be purchased, which can then be expanded without limitation.
2. All devices connected to this shared network can communicate with each other.
3. Any connection can be delivered at any location.
4. All connections can be monitored up to the equipment connected.

TRANSPARENT NETWORK
A network can also consist of so-called transparent network connections. This means that network connections at various locations can be configured as a single network. Unlike a shared internet network, no IP distribution (DHCP) takes place on a transparent network. The sole purpose of a transparent network is to allow connected devices to communicate with each other.

These networks are often used if you or your IT expert wishes to apply DHCP yourself. These network connections are called Transparent VLAN drops.

Choosing the right event WiFi solution

WiFi is like water from the tap for most RAI visitors: it should be there when you need it, without much effort and preferably everywhere. RAI Amsterdam offers several WiFi options to meet this requirement, from standard to customised. The various options are explained below.

RAI WIFI
A complimentary WiFi network, always available in the congress area, entrances and restaurant. It is not available in the halls. This WiFi is suitable for light to normal use, such as internet browsing, email and social media. This wifi is not suitable for streaming or video conferencing.

RAI WiFi specifications:
> Bandwidth limited to 5 Mbps per device
> RAI WiFi is available in the congress area, entrances and restaurant. It is not available in the halls
> Broadcasted on 5GHz
> The features (name, password, welcome page, locations) of RAI WiFi cannot be changed

RAI PREMIUM WIFI
A voucher based WiFi service, always available throughout the entire venue. This WiFi provides unlimited bandwidth (average bandwidth is 10Mbps per device).

RAI Premium WiFi specifications:
> Frequency: 5GHz
> Only available on-site via the portal page that is displayed after connecting to RAI Premium WiFi
> Access can be purchased per device for one up to ten days
> Access codes are bounded to a device once used. Switching devices on a single code is not possible
> The features (name, password, welcome page) of RAI Premium WiFi cannot be changed

Choosing the right event WiFi solution

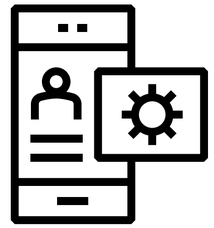
CUSTOMISED WIFI SETUP
A customised WiFi network fully tailored to your needs and offers various options to make wireless internet access as smooth as possible for every user.

For each event, it can be determined in which areas the WiFi network must be available and what options and capacity must be available. It can be configured as a basic WiFi or specifically adjusted to any special functionality you require. Or anything in between. WiFi can be made available at any location within the RAI. WiFi capacity is tuned to your needs. Capacity is based on concurrent connected WiFi devices. On average, each visitor carries between one and two devices.

On a customised WiFi, we provide unlimited bandwidth. The average bandwidth per device is 10Mbps. You can choose your own WiFi network name (SSID) and password.

In addition, you can choose to add a welcome page to the WiFi that is shown to a user once connected to the WiFi. Customised WiFi is broadcasted on 5GHz by default. If you would also like to have the WiFi broadcasted on 2.4GHz, we will add an SSID with 2.4 as suffix.

WiFi modules and services



The WiFi network can be extended with various modules and services. WiFi modules are components that add functionality to the WiFi.

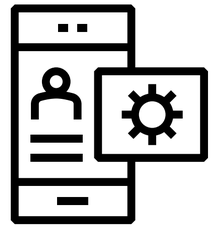
Your own Wi-Fi network for registration
For your registration system, a stable and reliable internet connection is of essential. Wired internet is usually used for this purpose, but sometimes it is desirable to use the registration system wirelessly. You can then choose to use visitors' WiFi. However, we can also set up a separate WiFi network for this purpose that is not only specifically set up for use for registration, it is also used exclusively for registration.

It is possible to set up one or more registration areas with their own registration WiFi. If multiple entrances are used, one WiFi network will be set up to be used in each registration area. In addition, we will add the ability to print from the WiFi, an option that does not exist on the visitor WiFi.

Finally, full support is provided on the network. This ensures that, in case of any network problems, you will be able to move on quickly.

Features:
> Your own WiFi network that can be used for registration
> Expandable from one to multiple entrance areas
> The registration WiFi is broadcast on 5GHz
> Network name (SSID) and password are fixed
> One wired network drop is provided per registration area that is linked to the WiFi. This can be used to connect a printer

WiFi modules and services



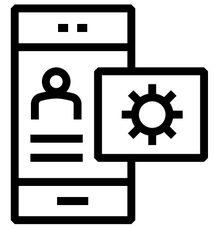
WiFi internet access on the stand
Internet access is essential when participating in an event. Wired internet in various bandwidths is available for this purpose.

Additionally, a Wi-Fi network is often provided by the event organisers. However, there are times when having a dedicated Wi-Fi network is preferable a network that is not shared with others. A dedicated Wi-Fi network is less likely to become overloaded and is always available. RAI Amsterdam can provide a dedicated Wi-Fi network for your stand. This network is fully supported by RAI's IT team.

Features:

> Your booth will have its own dedicated Wi-Fi network with internet access
> The Wi-Fi network will be available starting at 12:00 PM on the final setup day
> Each connected device will have an average bandwidth of 10 Mbps
> The Wi-Fi operates on a 5GHz frequency; please ensure your devices are compatible
> Your PC cannot be connected directly to the network cable linked to the Wi-Fi access point
> This Wi-Fi network is exclusively for your use and cannot be shared.
> The network name and password are preset and cannot be changed.
> Availability of dedicated Wi-Fi networks is limited and will be provided on a first-come, first-served basis.

WiFi modules and services

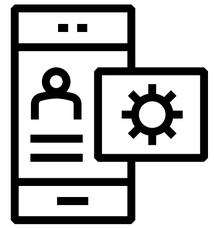


App Download Zone
A local extension of the WiFi capacity to support the simultaneous downloading of the event app by many people at the same time. The App Download Zone is often placed near the cloakroom or registration area. We recommend placing signage here to alert visitors to the use of the event app.

High Density area
WiFi capacity in the various rooms is based, among other things, on the number of visitors scattered around your event. Situations are conceivable, where a strong local extension of the WiFi capacity is needed, for example at a theatre set-up in a hall, where voting takes place. For that, we locally expand the capacity of the WiFi network, for example by adding extra WiFi transmitters. This keeps the WiFi in line with the required capacity and functionality.

WiFi Portal
With a WiFi portal, your WiFi network displays a portal page to users. This page allows you to further enhance your visitor's WiFi experience by displaying a customised page after the user is connected to your WiFi. The layout and look of this page is flexible and can be used to display event or sponsor information, for example. To take advantage of all the possibilities, a document is available, describing the conditions the page must meet to display it on all different devices.

WiFi modules and services



Drop on WiFi
By default, the ability to see other devices in a network (peer to peer) is disabled for security reasons. This means that the use of, for example, a printer is not possible. To enable this, we can provide a network drop on the WiFi VLAN and enable peer to peer traffic. This is usually used on staff or registration WiFi networks.

Registration WiFi
Registration usually requires internet access. As the importance of a well-functioning registration is very high, we recommend using a wired Internet connection for this purpose. However, should you wish to use WiFi for registration, we can create a separate WiFi network for this purpose, tailored to use for registration. This means that a network drop is included to control a printer. In addition, full support is provided to ensure that registration continues to run smoothly.

OpenRoaming
OpenRoaming is a service that allows users to connect from one network to another, be it WiFi, 4G or 5G, without the need for manual reconnections or the need to enter login credentials.

With OpenRoaming, your mobile device can connect quickly, automatically, and securely from a cellular network to a trusted WiFi network.

How this works? Usually, if you arrive at an event, trying to connect to WiFi, you may have to look for the WiFi network name (the SSID), wait for a pop-up on your device and then accept terms and conditions. And this might happen multiple times while you're attending the event.

OpenRoaming eliminates that hassle. It makes sure you automatically connect to the available WiFi without having to do anything.

Cyber Security made simple

CYBER SECURITY
This should be a major focus of any event. After all, malware and phishing attacks can completely shut down a network. It is important to be absolutely sure that the network is secure to avoid putting yourself, your visitors and your exhibitors at risk or interrupting registration and other applications. RAI Amsterdam uses the best possible software to protect your network from cyber security attacks. Among other things, this software ensures that websites can be visited safely because they are constantly checked for potential danger.
If, for example, a website is known to contain malware, access is blocked.

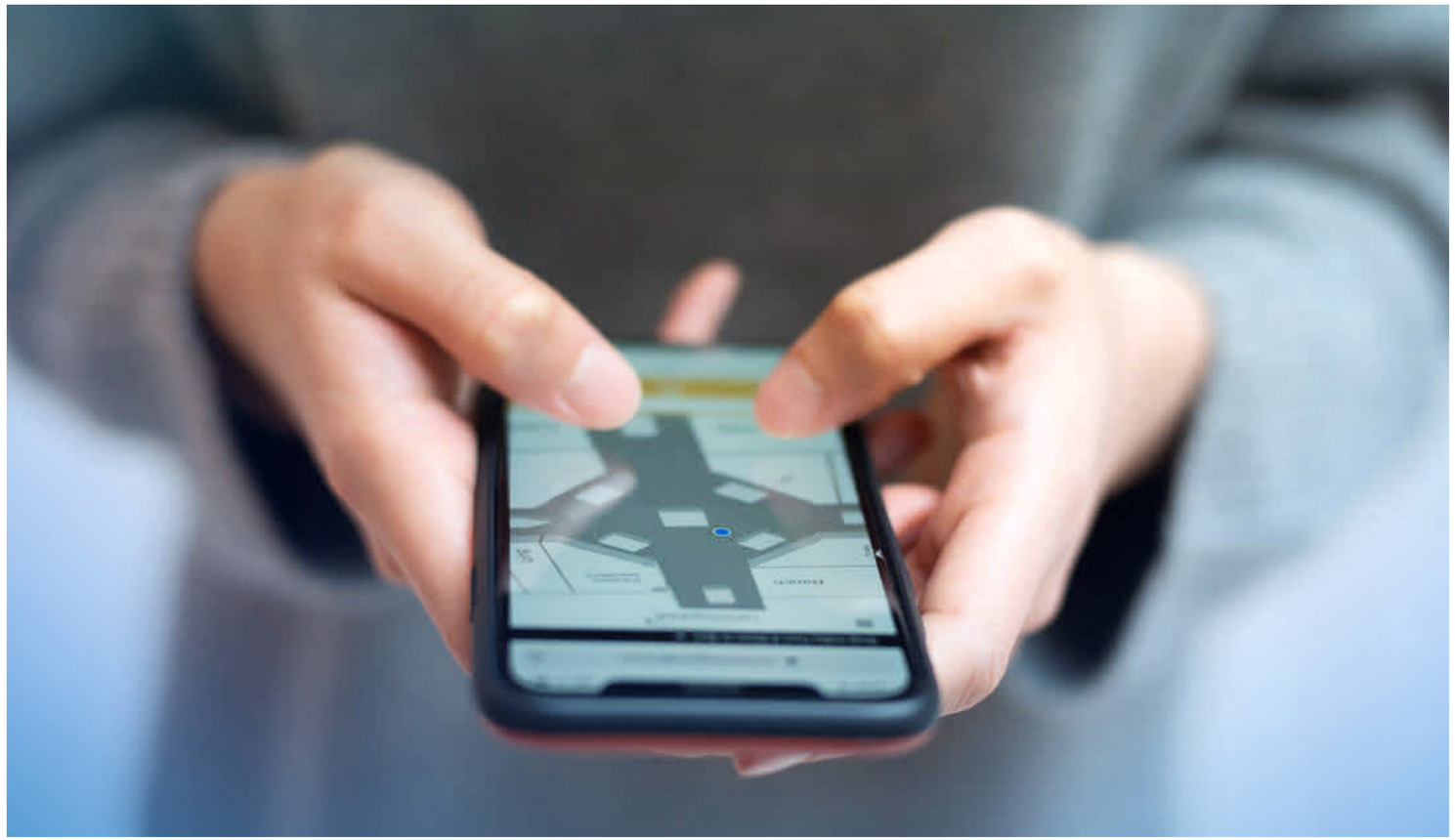
On our wired internet connections, we offer three different levels of security; Basic, Premium and Ultimate. On our WiFi network, we offer two different levels of security; Basic and Premium. Depending on your requirements, we configure a specific set of security measures. Please read the cyber security service document to learn the content of the security settings for your internet connection(s).

Please click on this link to learn more about cyber security on **www.rai.nl**

Seamless indoor navigation

INDOOR NAVIGATION

Finding your way around is easier for some than it is for others. We therefore use navigation software that tells us step by step where we need to be. This navigation software does not always work indoors as the satellite reception can be poor.
To make use of navigation and positioning in the RAI, WiFi is used. The position of a device connected to WiFi can be determined in relation to the various WiFi transmitters in the vicinity of the device. The position is visible on the device in question in the form of a dot on a map. All privacy rules are of course followed when displaying the position.



Support for a successful event

SUPPORT
Support is provided on each network (WiFi and cabled) during the build-up and the event itself. The network is constantly monitored to stay ahead of any issues. Should a situation arise in which the network does not function as expected, however, you can contact our IT help desk. Problems can often be solved quickly and remotely.

Someone is always available should it be necessary to carry out work on site on working days during office hours. Other days and times can be arranged and we always strive for the shortest possible resolution time to ensure continuity of your event (participation).

Thank you for your interest in our IT services, please feel free to contact us, for more detailed information and possibilities.

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