



Great Connectivity Powers Immersive Experiences at the National Law Enforcement Museum

Summary

Company:
National Law Enforcement Museum

Business Challenge:
Enable visitors to walk in the shoes of law enforcement

Technology Solution:

- Copper River design, engineering, and implementation
- Juniper Networks EX Series Ethernet Switch and SRX Series Services Gateway
- Aerohive access points

Business Results:

- Power immersive, interactive experiences, ticket sales, and museum operations
- Built a set-and-forget network
- Overcame last-second network challenges to open museum on time

After more than a decade in the making, the National Law Enforcement Museum opened its doors in October 2018. Visitors experience the real-life world of law enforcement through immersive, interactive experiences and thought-provoking community discussions. The museum turned to Copper River to create a network that powers visitor experiences and operations.

“The museum provides a walk-in-the-shoes experience of American law enforcement,” says Chad Fulgham, CIO of the National Law Enforcement Museum in Washington DC.

Within the walls of its strikingly modern exterior, the museum showcases artifacts from its 21,000 object collection, telling the story—past, present and future—of American law enforcement. The 57,000-square-foot museum engages visitors of all ages in a memorable, experiential exhibits. The names of almost 22,000 local, state, tribal, and sworn law enforcement officers who have lost their lives in the line of duty are memorialized outdoors. The museum also serves as a platform for constructive dialogue between the community and law enforcement.

Immersive Experiences Depend on Connectivity

Visitors hear about real-life events from law enforcement officers, victims, and bystanders and use law enforcement techniques to solve simulated criminal cases. Adrenaline gets pumping in crisis simulations, as people try to make the right decisions to de-escalate a situation with a Taser in one hand and a firearm in the other. Visitors can put on a 911 dispatcher’s headset and decide how to respond. They can work through the evidence of serial bank robbers in Washington to determine what to present at trial.

Fulgham, previously the Executive Assistant Director and CIO of the FBI, joined the museum months before its opening. One of his first actions was to move the museum’s IT systems to the cloud.

“We are 100-percent cloud,” says Fulgham. “But cloud applications don’t work without the network.”

Office productivity, collaboration, storage, and VoIP are all in the cloud. Visitor experiences and museum operations depend on the network. The wireless and wired network supports the immersive exhibits, classroom experiences, and events in the theater. Tablets are used for ticket and gift shop purchases. Security cameras, ticket scanners,

building access systems, and lighting and temperature controls are connected. Exhibits are updated remotely by the museum's interactive agency partner.

Social media is a big part of the museum's plan to attract new visitors, and that means great Wi-Fi must be available everywhere. "We're a privately funded museum, and we rely on word-of-mouth for future visitors," says Fulgham. "We want visitors to share their experiences in real time on social media."

A Foundational Partnership

"We wouldn't have a museum today if not for Juniper Networks and Copper River," says Fulgham. Copper River led the museum's network design and deployment, applying its deep engineering expertise and proven methodologies to the build the museum's network in the weeks before the opening.

"Copper River has a long history of delivering innovative cybersecurity, data center, and network solutions," says Paul Pflieger, Account Executive at Copper River. "We are pleased to support the National Law Enforcement Museum with our network engineering expertise as they strengthen the relationship between the community and law enforcement."

Copper River maintains strong partnerships with the top technology companies to deliver best-of-breed, multivendor solutions based on customers' requirements. Copper River is a Juniper Networks Elite partner, and the company has been recognized on CRN's Solution Provider 500 list five years in a row.

"Deploying the network at the National Law Enforcement Museum was really exciting because of the team's passion for the importance of the mission," says Chan Park, solutions architect at Copper River.

The museum uses the Juniper Networks® EX4300 Ethernet Switch, a compact, fixed configuration platform, for connectivity at the museum, including Wi-Fi traffic and to connect surveillance cameras and other smart, wired devices.

The Juniper Networks SRX4100 Services Gateway provides integrated networking and security on the museum campus, and the Juniper Networks SRX300 provides integrated networking and connectivity at the administrative offices in Washington, DC and its collections archive in Maryland.

"The network is set-and-forget," says Fulgham. "As a CIO, I don't want to think about the core infrastructure. I expect it to work, and Juniper does."



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—Chad Fulgham, CIO,
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Last-Minute Squeeze

Museum openings are high-profile affairs, and the National Law Enforcement Museum was no exception. The opening ceremony featured former attorney general John Ashcroft, deputy attorney general Rod Rosenstein, and had a taped message from former president George W. Bush. Clint Eastwood, the museum's honorary chairman, was in the audience.

The night before the friends-and-family opening, the Copper River engineering team discovered that the wiring was done improperly—and the mobile ticketing system didn't work. Without the wired network, the wireless network wouldn't function. The Copper River engineering team worked diligently into the night to uncover and resolve the problem.

Copper River continues to work closely as an extension of the museum's IT team. "Copper River is here when we need them," says Fulgham. "I trust them completely, and I've been impressed with their people and services."

About Copper River IT

Serving in an elevated capacity as both an Elite and as a "by invitation only" Enterprise+ Juniper Networks Partner, Copper River IT delivers extraordinary engineering, design and professional services expertise to craft a complete, end-to-end technology solution. Since our inception, Copper River IT continues to transform the way our clients do business. As a Federally Recognized Alaskan Tribal Small Disadvantaged Business, owned by the Native Village of Eyak (NVE), we deliver high-performance IT solutions and services based on our unique advantage of holding elite-level partnerships with today's most innovative technology manufacturers. Some of the innovative solutions and services we offer enable Cybersecurity, Data Center & Cloud Architectures, Enterprise Networks, and Mobility for Federal, SLED and Commercial customers alike.

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