

In-Stat T.A.P. Survey Executive Summary: Business Wireless LAN (WLAN) Usage

To gain a better understanding about the usage of WLANs in businesses in the United States, In-Stat conducted an online survey among members of its Technology Adoption Panel (TAP) on the topic. Survey respondents were first qualified as being involved in the purchase and/or implementation of LAN technology within their respective organizations. The survey resulted in 444 qualified respondents.

In-Stat's TAP is an online panel of more than 15,000 US-based technology users and decision makers interested in contributing their opinions and insights about technology usage and technology issues in the workplace. The panel is comprised of a diverse group of people who represent a wide range of company sizes, industries, and areas of expertise. The diversity of the panel also allows In-Stat to gather information on a variety of topics from many different perspectives.

Key Findings of the Survey

Of the 444 qualified responses, 319 respondents (72%) employ WLANs in their businesses. Not surprisingly, an insignificant number of respondents use WLAN ONLY in their businesses, while 303 of the 444 respondents (68%) use WLAN IN CONJUNCTION WITH wired LAN within their businesses.

	Total Respondents	% Total Respondents
Use WLAN	319	72%
Use Wired LAN ONLY – PLAN to Implement WLAN	51	11%
Use Wired LAN ONLY – NO PLAN to Implement WLAN	62	14%

Of the 120 respondents who use Wired LAN ONLY within their businesses, more than half of these have no plans to implement WLAN. When asked why they don't plan to implement WLAN, feedback centered squarely on a lack of need for WLAN (no ability to show productivity gains by implementing WLAN) combined with security concerns.

Other key findings of this survey include:

- 802.11g technology was the most widely deployed by respondents' organizations (135 of 319 total respondents, 42%).
- Linksys, Cisco, D-Link, Netgear, 3Com, and Belkin were the most popular brands of WLAN products used by respondents. Although there were only a handful of SOHO respondents using Cisco and 3Com gear, those respondents with low-end infrastructure from Linksys, D-Link, Netgear and Belkin tended to be fairly evenly disbursed from SOHO to enterprise, reflecting a widespread use of low-end WLAN infrastructure throughout business sizes.

- The majority of respondents' WLAN deployments are relatively small. 207 of 319 respondents (65%) have 10 or less access points deployed within their businesses.
- Respondents tend to have either a small portion of their employees able to access the WLAN, or all of the employees able to access the WLAN. 111 of the 319 respondents (35%) have less than one-quarter of their employees able to access the WLAN, while 79 of the 319 respondents (25%) work in businesses where all of the employees have access to the WLAN.
- Respondents' main problems with their WLAN were security issues, short ranges & roaming problems, users randomly getting kicked off of the WLAN, and low speeds.
- Encouragingly, 260 of 319 respondents (82%) utilize some sort of security on their WLAN, including Basic WEP (36% of total), WPA/WPA2 - Personal (22%), and WPA/WPA2 - Enterprise (21%).