

WOW Museum uses network infrastructure from LANCOM Systems



The WOW Museum is a vibrant and dynamic space that combines art, science, and technology to create unique, immersive experiences.

At WOW, you become part of the optical illusions – a very special experience! Across two floors, in 19 themed rooms and the Wonder Lab, the museum offers a variety of installations that challenge visitors' perception and senses. In collaboration with the Aroma agency, the first WOW Museum in Zurich became reality in 2020. In the summer of 2024, a further WOW Museum opened in the heart of Munich.

Starting point and challenges

Initially, the problem was an unstable internet connection, which regularly led to complaints from visitors to the WOW Museum. Often, time-consuming troubleshooting was required, particularly in the high season, at weekends, and during the holidays. This not only caused an increased workload but also stress for the WOW Museum's IT team.

The challenge: finding a reliable, sustainable solution which would provide a stable internet connection, thereby reducing repeated complaints and the associated hassle. Despite numerous attempts and strategies, the problem initially remained unresolved and placed a considerable strain on operations.

Objective and the decision to opt for LANCOM

A complete Wi-Fi solution with a simple login for visitors was developed for the new WOW Museum building in Munich, modelled on the system in Zurich. Our system house partner, IT FOUR Group Laiminger Computer GmbH, was commissioned to optimize the entire IT network using LANCOM network components. "Particularly noteworthy is the trusting and pragmatic approach, which was already impressively demonstrated by Managing Director, Mr Laiminger, during the Zurich WOW Museum project. He always finds a solution to every challenge, which is why we place full trust in him. His expertise and persuasive attitude to work have utterly impressed us."

A central application that offers high added value for visitors is the photo stations installed in the museum. These let visitors take souvenir photos. Using a personal QR code, they can download the images straight to their smartphones via Wi-Fi.

Two decisive reasons for choosing LANCOM Systems to provide IT network components were the particular importance placed on data protection and the use of a German cloud solution. Photos of 300 to 600 visitors are taken every day, which makes reliable infrastructure that complies with data protection indispensable.

LANCOM Systems primarily develops and produces software and hardware in Germany, and the same applies to the network management hosting (LANCOM Management Cloud). Particular attention is paid to providing trustworthy solutions with excellent security features. In addition, an essential security feature of the products is the fact that they have no backdoors. The "IT Security Made in Germany" trust mark and certification by the Federal Office for Information Security (BSI) underscore this trustworthiness and the outstanding level of security.



The client

The installation was commissioned by the WOW Museum, a vibrant and dynamic space combining art, science, and technology and creating unique, immersive experiences. At WOW, you become part of the optical illusions – a very special experience! The museum offers a variety of installations across two floors, in 19 themed rooms and the Wonder Lab.

The vendor

With the founding of Laiminger Computer GmbH at the turn of the century and the launch of the ITFOUR brand in 2005, the company has established itself with a focus on data lines and VoIP telecommunications, network technology, hardware, and software. From the very beginning, the aim and purpose was to adapt, expand, and future-proof existing infrastructure for customers, thereby guaranteeing secure communication at all times.

The IT hardware components

Almost the entire LANCOM Systems portfolio was used. This included LANCOM switches (GS-3652XP, GS-3628XUP) and routers (1800EF-5G) as well as high-performance access points (LW-600, LX-6200, LX-6500). The LANCOM Management Cloud (LMC) was used for central management.

Overview

Client



**WOW Museum
Munich GmbH**
Tal 27
D-80331 Munich
Germany
wow-museum.de

System house



**IT-Four Group
Laiminger
Computer GmbH**
Oberastr. 34
83026 Rosenheim

Requirements

- Central management of the IT network components
- Homogeneous environment for the entire network
- Compliance with important framework requirements (GDPR compliance, no backdoors) and manufacturers from the EU

Components used

- LANCOM Management Cloud
- LANCOM GS-3600 series, (GS-3628XUP, GS-3652XP)
- LANCOM LX-6200, LW-600
LANCOM LX-6500
- LANCOM router 1800EF-5G

