TrueSTORY

AZ HFR: wireless with Xirrus

Digitalization of care

Health care is facing an immense digital challenge: reinventing the future of care using technology.

Physicians and other hospital staff are always on the go as they travel between their offices, clinics and hospital corridors. They have a constant need to access digital patient files anywhere, anytime and through all means available: laptops, Computer On Wheels (COWS), bedside terminals, tablets or smartphones. "One major concern with this evolution are the wifi performance demands as images and other multimedia are an integral part of the patient file." elaborates Erwin De Maeyer, IT Coordinator at Algemeen Ziekenhuis Heilige Familie.

This regional hospital in Antwerp with 207 licensed hospital beds provides a wide range of medical services. Their initial wireless solution was limited to specific wards and mainly focused on the in-house hospital staff. "A technical upgrade became highly necessary when the old infrastructure was having problems supporting the N standard.", recalls Wim Vissers HFR's network and system engineer.

"Xirrus experiences in high density networks made them a perfect fit"

While looking into this wifi refresh the hospital also decided to expand the wireless network to cover the entire building. That way both employee and patient satisfaction would increase. Patients and visitors could use their personal devices on the free guest Wifi network to surf the Internet to access news, information and entertainment, while hospital staff would benefit from the allocated vLAN's.

Perfect fit

After an independent site survey, several technical solutions were compared. "Our security partner TrueGEN introduced Xirrus to us. An in-depth introduction into the wireless technology, was followed by a demo of the solution. Especially the management tool drew our attention.", says the IT Coordinator. That demo tipped the scales and the hospital decided on Xirrus as their partner for wireless. De Maeyer explains: "Wireless is Xirrus' core business. This combined with their experiences in high density networks made them a perfect fit."

"As the client base and device design evolves we can simply modify the frequencies on the AP's"

Not only does Xirrus controllerless solution eliminate the single point of failure and performance bottleneck of centralized controllers, but it also integrates application control in every AP. This ensures business-critical applications are prioritized and guarantee a reliable user experience.

Simplified Wifi

Another substantial wifi challenge is the discrepancy between the devices patients and doctors bring to the hospital and the equipment the health care staff have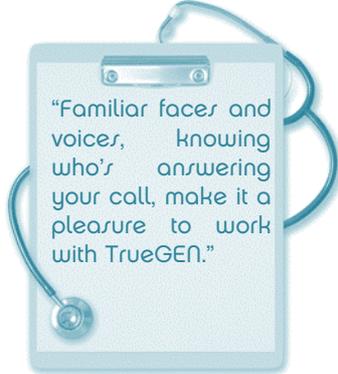 to work with on a daily basis. "The wifi evolution in medical devices is much slower. Most of them still use 2.4 Ghz. Luckily Xirrus' programmable radios allow us to adapt the wifi infrastructure. At this moment our wifi ratio is 55% 2.4Ghz and 45% 5 Ghz network traffic. But as the client base and device design evolves we can simply modify the frequencies on the AP's.", clarifies Vissers.

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But what truly convinced them was the Xirrus management tool. "As we are a small team with limited resources, we simple do not have the time to spend hours on wifi configurations. Xirrus Management System (XMS) reduces that burden by simplifying wifi operations. XMS is a very visual and intuitive platform, offering clear reports on network activities. With just one click XMS tells me what I need to know. For example that we've had 565 individual connections to the guest network in the last 24h hours without any problems or complaints.", illustrates Wim Vissers.

"Familiar faces and voices, knowing who's answering your call, make it a pleasure to work with TrueGEN."

"We want to able to troubleshoot any basic issue and handle first line support if necessary. TrueGEN equipped us with the necessary tools to handle all day-to-day activities.", concludes Erwin De Mayer. "As with all onsite implementations, the project ended in a product training. We want our customers to feel confident using a new technology.", says Sofie Prosperi (Sales Manager, TrueGEN)

Size does matter

TrueGEN's technical expertise was a decisive factor, but its personal approach sealed the deal. "Familiar faces and voices, knowing who's answering your call, make it much easier and comfortable to work with a partner. Which is why working with TrueGEN is such a pleasure. It's great to build a long-term relationship. Thanks to the consistency within TrueGEN, we don't constantly have to explain everything over and over again to a new contact or engineer.", testifies De Mayer. Sofie adds: "TrueGEN believes in uniqueness. Each customer, and employee, has his own needs and ambitions. This philosophy echoes throughout the enterprise: tailoring any solution,

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customizing all support and personalizing every service. The result? Happy customers and motivated employees."

The next digital level

"Xirrus is a future proof wifi solution. Its flexibility offers tremendous possibilities. It can simply grow as we do: whether it's an expansion, merger or changing wifi standard use. Xirrus modular AP's allow us to upgrade our network without replacing any equipment.", declares the hospitals IT coordinator.

Wifi offers countless possibilities for the future usage of applications in the digitalization of care. It will push health care to the next digital level. And Xirrus is the ideal partner for that evolution.