

# How did we set up the network remotely during **COVID-19**



Theorithcare

# How Did We Build Network Infrastructure Remotely in 3 Days During COVID-19?

An uninterrupted internet connection is the most basic requirement, especially in a healthcare entity to bring administrative processes online and save time. However, deploying a network in the medium-large scale organization isn't as easy as a home network as it involves many complex networking devices that require custom configuration.

## The Project

An Ontario-based LTC home reached out to SyS Creations during COVID-19. They were using the legacy Wi-Fi system and experiencing many network issues and glitches which often resulted in a poor connection. Extensive downtime became routine for them. Eventually, they had to go paper-based and use their MAR and TAR completely manually. The client had a very straightforward requirement: plan, design, deploy and maintain a robust network infrastructure so that they can eliminate paperwork and resume online senior care processes without any interruptions.



 Industry : Healthcare (Pharmaceutical)

 Location : Ontario, Canada

 Employee : 200-250

 Year : 2020

 Service : Networking

# Objectives & Problem Statements



## 01 High Uptime

Staff members, residents, and guests should be able to access high-speed Internet anywhere in the LTC facility and retirement home.

## 02 High Speed Internet Access

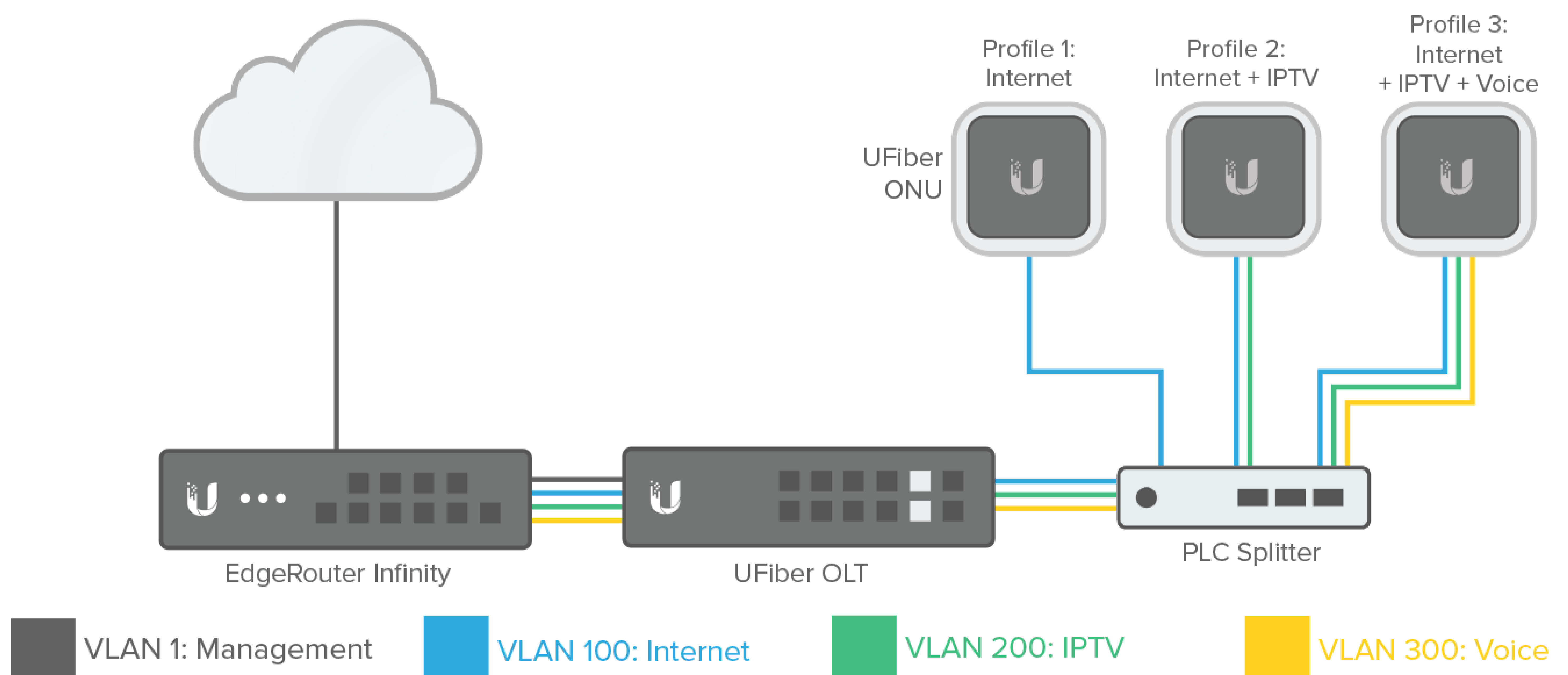
Internet speed should be uniform at every bed or room of residents.

## 03 Network Monitoring

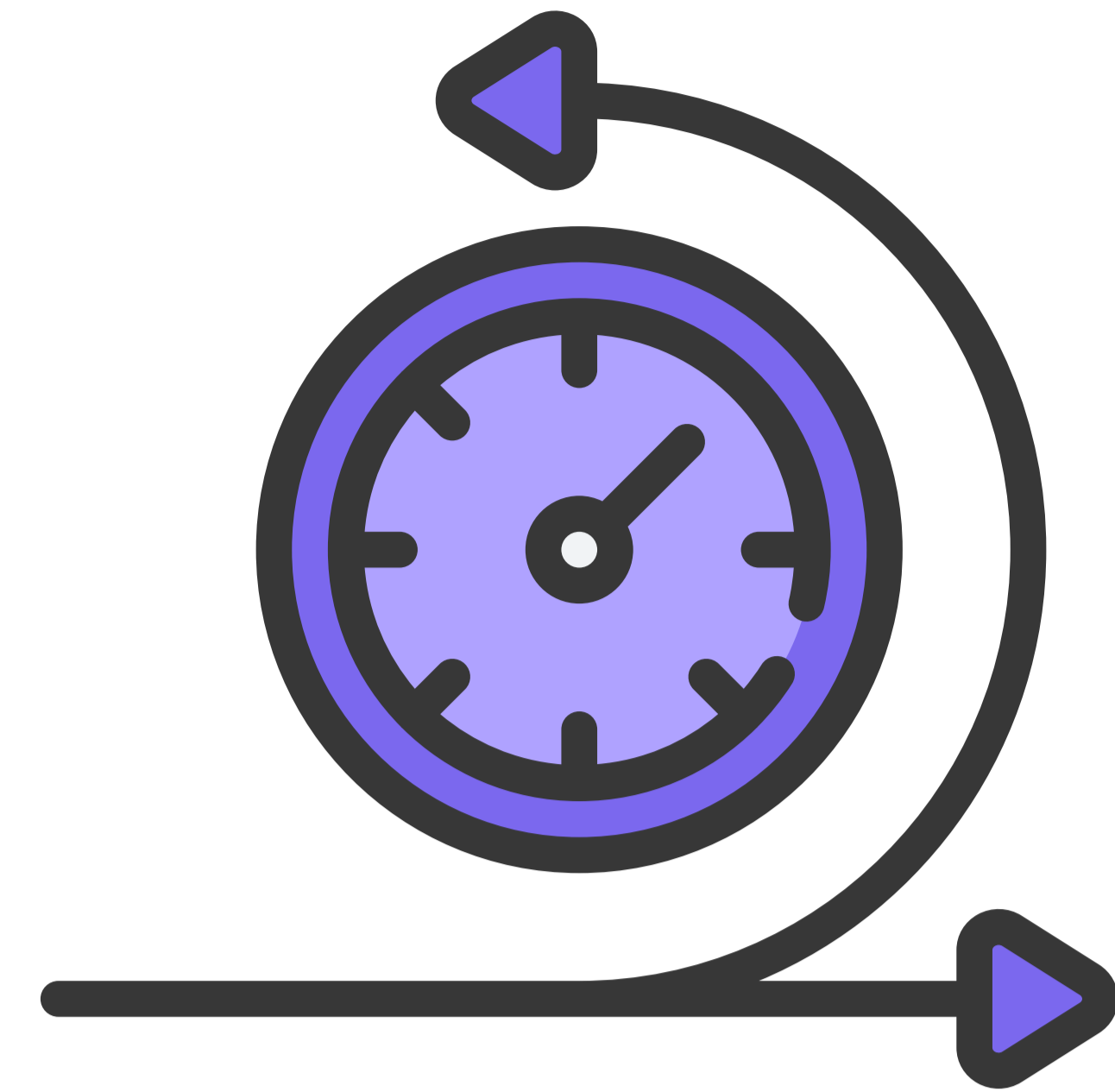
Any network error should be reported and solved immediately with trigger-based mechanisms.

## 04 Wired and Wireless Network

Ability to monitor the network parameters such as network events, connections, coverage, and traffic in real-time.



# The Action Plan



## 01 Networking Hardware Assessment

Our IT infrastructure team and network engineering team assessed which hardware is required for current problem and future growth. Network Engineers prepared the extensive network infrastructure plan which included the number & type of networking hardware, connection method, and right placement.

## 02 Networking Hardware Acquisition

According to the network infrastructure plan, we ordered the networking devices through our distribution network. Our trusted vendors - Cisco Meraki & Ubiquiti - shipped the networking devices to our location.

## 03 Networking Hardware Configuration

Our Network Engineers configured 5 Managed Switches and 27 Access Points. Later, our Network Engineers tested it and shipped it to the client's location.

## 04 Networking Hardware Deployment

We formed support teams for network monitoring, hardware and software support. Since our deployment team could not visit the client's LTC home due to COVID-19, the client had to install and deploy pre-configured networking devices on their own. However, our deployment team helped them deploy networking hardware by using a groundbreaking technology - AR-based Remote Assistance Technology. We assisted them to place the right networking device to the right location in the LTC facility.

## 05 Networking Support

A dedicated support team always remains on standby to solve network errors as well as the client's queries immediately.

# The Outcome



## 01 Accessibility

Staff members, residents, and guests can easily access high-speed Internet from any corner of LTC home.

## 02 Availability

Because of the uninterrupted Internet, physicians and family members of residents can seamlessly talk to residents online and help them to gather mental strength during challenging times.

## 03 Productivity

The client has achieved an 81% reduction in downtime as the network support team monitors and maintains the network proactively.

## 04 Flexibility

The client can monitor the network parameters such as network events, connections, coverage, traffic and control each access point from the single dashboard.