

RUCKUS and XIXO enable digital care innovation at SOVAK residences and offices



SOVAK
zij aan zij

XIXO
Jouw ICT. Geregeld.

Industry leading Wi-Fi® supports ICT master plan for facilitating healthcare innovation

Client

SOVAK, care institution for people with intellectual disabilities.

Country

The Netherlands

Challenges

- Extend bandwidth and range of wireless network for trouble-free support of care innovations and internet usage in offices and living quarters
- Enable use of a wide range of personal devices.
- Provide support for new applications and future bandwidth demands

Solutions used

- RUCKUS® SmartZone™ network controller appliances
- RUCKUS® access points

Digitalization in healthcare supported by new wireless network

Care institution SOVAK offers housing, work, activities, treatment and day care to adults and children with (intellectual) disabilities in the Dutch regio of West and Mid Brabant. Future-proofing and digitization are high on the institution's agenda and these principles guide strategic choices related to ICT and infrastructure. SOVAK is increasingly geared toward innovation such as care robots, sensors, and applications that support staff and residents.

This however leads to significant demand being placed on the wireless network. Residents in multi-dwelling

units (MDUs) and employees in the offices and care facilities are always present, which means the wireless network is in use 24/7. Employees are increasingly working with applications that run on a wide range of mobile devices. Residents are provided with personal devices and applications, tailored to their requirements. These help them function more efficiently.

A new wireless network was rolled out across SOVAK's main building, as well as 65 local care facilities, which house a total of 700 residents. The network is also used by 1,000 employees and 500 volunteers.

Future-proof networks for MDUs and workspaces

SOVAK is rolling out an ambitious ICT master plan in order to be prepared for the next generation of healthcare innovations. A stable, wireless network that meets the needs of today and



Digital innovation: care robots at SOVAK



tomorrow is essential to this plan. Dedicated RUCKUS partner XIXO made this possible: In close consultation with SOVAK, a future-oriented network was designed, tested and implemented both quickly and effectively.

In addition to a professional IT work environment, a separate resident network is used within SOVAK for applications such as internet and telephony in the shared areas. XIXO has ensured both user groups now have access to stable Wi-Fi networks resulting in an enormous improvement in performance. Both networks are managed and controlled from a single redundant SmartZone cluster supporting two different WAN connections—one used for the IT network, the other for the resident network.

RUCKUS solutions played a vital part. The RUCKUS solutions are designed to bring secure and reliable connectivity to MDUs with mixed indoor and outdoor spaces, brick and concrete, and high device density. Performance in each unit has been excellent, and onboarding and management are easy and secure.

Highest quality and redundancy

“SOVAK’s system needed an upgrade,” says Klaas Kauffeld, healthcare sales specialist at XIXO. “Because the wireless network is essential for secure and immediate access to sensitive data at all times, downtime is not an option.

We had to come up with a solution that could handle an increasing amount of data traffic and would remain stable 24/7, but that was also cost effective for SOVAK. A wireless network is particularly important in our environment, and transitions between access points need to be seamless. It is therefore important that the APs are of the highest quality and the network redundant.”

XIXO, which has a longstanding and successful partnership with RUCKUS, implemented a solution based on the latest RUCKUS SmartZone technology—a perfect match for MDU requirements. RUCKUS SmartZone network controllers simplify the scaling and management of wired switches and wireless APs through a single common interface. RUCKUS wireless APs use patented and proprietary adaptive antenna technology and channel selection algorithms to deliver performance above and beyond the standard and ensure network stability.

“Our wireless network needs to continuously support IoT sensors, and uptime must be as high as possible.”

Michiel Baelemans
Strategic advisor, ICT and care technology, SOVAK

Rapid time to service

"In this project, we used the latest RUCKUS controller, implemented so as to facilitate network redundancy and meet uptime requirements. The implementation of new products often requires extra time and effort, but this went smoothly. In part, this was because we had already gained experience at another healthcare institution. It was simply a matter of installing APs, which then automatically discover and connect to the controller. That made expanding the SOVAK network very easy. The project was completed in weeks, including the installation of all APs by a third party. Thanks to the RUCKUS technology, fewer APs were needed than in a similar installation using APs from other brands," says Klaas Kauffeld.

Future-proof ICT master plan becomes reality

"My job is to facilitate the organization, at the appropriate level, with the right tools," says Michiel Baelemans, strategic advisor, ICT and care technology at SOVAK. "Sound advice and partnership

with suppliers are very important to us. After all, we need to build future-proof systems, but we can't have all knowledge in-house."

"At the moment, for example, we are implementing a cloud-based night monitoring system, which helps us monitor clients around the clock if necessary. Our wireless network needs to continuously support IoT sensors, and uptime must be as high as possible, of course. Based on excellent experiences with our existing RUCKUS network, choosing RUCKUS again was a no-brainer."

"Customer investments should pay off in the long term and therefore need to support new technologies and applications, adds Duco de Koning, account manager, RUCKUS.

"Together with all parties involved, we needed to find a solution that would keep working optimally throughout the MDU and working spaces in the longer term, while offering SOVAK optimal cost efficiency at the same time."

The new Wi-Fi system has been running smoothly for some time now. "If I don't hear anything, it's all good," says Michiel. "I haven't heard anything at all since the rollout—and you can be sure that people will let us know if there's something wrong with the Wi-Fi right away! Today, wireless connectivity is almost as ubiquitous as water and electricity. Clients even ask questions about the quality of the Wi-Fi when choosing a healthcare facility."

Klaas Kauffeld concludes, "RUCKUS and wireless network specialist company Alcadis were able to deliver on time. Whenever we have questions, we can get through to the person we need right away. We are very happy with that. We never need to make follow-up calls. The network is fully operational—without any challenges—and was realized within budget and well within the time specified."

About RUCKUS Networks

RUCKUS Networks builds and delivers purpose-driven networks that perform in the demanding environments of the industries we serve. Together with our network of trusted go-to-market partners, we empower our customers to deliver exceptional experiences to the guests, students, residents, citizens and employees who count on them.

www.ruckusnetworks.com

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