CASE STUDY

INSTANT WI-FI PROVIDES CARING THROUGH CONNECTIVITY

Leveraging Aruba's Instant AP technology enables Consulate Health Care to efficiently roll out pervasive enterprise Wi-Fi, with strong security, streamlined onboarding and minimal IT administration, to over 200 care centers extending from Florida to Montana.

CONSULATE HEALTH CARE

At the Heart of Caring

When the wireless infrastructure at the sixth-largest provider of post-acute healthcare services in the U.S. needed an upgrade, Mark Crandall sought an efficient and effective way to deploy secure, scalable enterprise Wi-Fi to provide next-generation capabilities.

"We needed to find a partner that would be able to help us roll out a scalable, supportable solution to over 200 care centers in the 21 states that we serve," explains Crandall, CIO for Consulate Health Care. The Maitland, Florida-based organization operates care centers located as distant as Montana and New Mexico, plus numerous care centers spread throughout the Mid-Atlantic, Northeast, Midwest and South.

As hundreds of company-issued mobile devices and thousands of guest devices began connecting to the network daily, Consulate's existing equipment was unable to meet required scalability and security demands. After a thorough evaluation, the organization selected Aruba Networks.

"Aruba demonstrated it could help us meet three of the core business drivers that were central to our wireless network initiative: continually improving Consulate's continuum of care, attaining better clinical measures, and protecting patients' health data," Crandall says.

BENEFITS

- Nearly 3,000 Aruba Instant™ APs connect over 200 care centers across 21 states.
- Pervasive, scalable Aruba WLAN enables seamless Wi-Fi experience throughout all locations.
- Aruba ClearPass Access Management System, with Guest, Onboard and OnGuard, provides secure wireless mobility.
- AirWave management delivers reliable, high-performance wireless to staff, patients, administrators and guests.
- Enables future transition to 802.11ac, the next-generation Wi-Fi standard.

"Our Aruba WLAN, enabled by Instant, ClearPass and AirWave, provides secure, high-performance connectivity for our staff, patients, administrators and guests."
Mark Crandall
CIO, Consulate Health Care

ARUBA INSTANT™ ANSWERS THE NEEDS OF WIDELY DISTRIBUTED USERS

To fulfill the needs of its varied users, including staff members who are increasingly representative of #GenMobile – the new breed of workers defined by their preference for mobility – Consulate elected to deploy a total of 2,700 Aruba Instant access points (APs).

Other hardware components of the organization's new WLAN include Aruba mobility controllers and Remote Access Points (RAPs) to support Consulate's corporate offices and remote employees.

Together, these solutions represent the fundamental elements of Aruba's Mobility-Defined Networks architecture.

Fast, Secure Enterprise Wi-Fi Deployed Across 21 States

By selecting Aruba Instant, Consulate gains a zero-touch WLAN solution that enables a fast, secure, resilient enterprise wireless deployment. With this technology, a single Instant AP automatically distributes the network configuration to other Instant APs.

"The ability to deploy a Wireless infrastructure across a couple hundred locations — located in 21 states — without the need to preconfigure thousands of AP's, was key," says Crandall.

"Additionally we only need to configure one master AP per site, which greatly reduced our deployment costs," he adds.

Centralized AP Management Helps Keep IT Staff Focused on Wireless Strategy and Reduces WAN Bandwidth Needs

With its centralized IT staff responsible for such a large geographic area, Consulate also appreciates Instant's centralized AP management.

"A virtual controller at each distant site allows us to control our remote site AP's from a central location," Crandall explains. "At the same time, we greatly reduce bandwidth requirements over the WAN."

ARUBA RAPS EFFICIENTLY ENSURE SEAMLESS, SECURE TELECOMMUTING

At Consulate, Aruba's Remote Access Points also proved a crucial technology. Centrally managed by Aruba Mobility Controllers, RAPs extend corporate resources to remote locations by establishing site-to-site VPN tunnels to the data center.
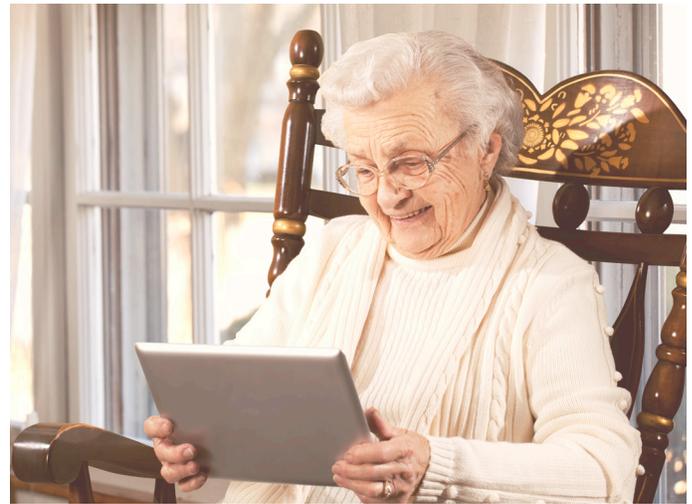
"The RAPs allow us to easily deploy home user VPN solutions," says Crandall. "In addition, SSID's are seamless between office and home, making it easy for our staff to securely access the network when telecommuting."

Another benefit is minimizing networking complexity for both capital and operating efficiency. "RAPs reduce the overall equipment footprint which often leads to additional administrative overhead," Crandall notes.

ARUBA AIRWAVE + CLEARPASS = SCALABLE ENTERPRISE MANAGEMENT

To complete its WLAN, Consulate also adopted Aruba's scalable, vendor-agnostic enterprise tools, including AirWave Network Management and, for secure connectivity, the ClearPass Access Management System with Guest, Onboard and OnGuard.

ClearPass Access Management for Robust Security

In an age of proliferating devices and apps, including innovative mobile clinical applications, Aruba's ClearPass Access Management System provides Consulate with the robust security features of a wired network in a wireless environment.

In short, ClearPass combines context-based policy management with next-generation AAA (Authentication, Authorization, and Accounting) services for secure #GenMobile connectivity. Such capabilities assist organizations with comprehensively managing network policies, onboarding and managing devices and admitting guest users — all from a single platform.

Secure Guest Access and BYOD Support With ClearPass

ClearPass Policy Manager with Guest enables reliable and secure guest access at Consulate as well as supports the organization's Bring Your Own Device (BYOD) needs. Managed guest access allows Consulate to separate guest traffic from healthcare traffic for security and compliance requirements.

With ClearPass, Consulate can offer its patients, residents and their family members simple self-enrollment for Internet access that doesn't affect the internal secure network.

Plus, doctors, nurses, caregivers and staff can securely use their authorized devices without compromising patient information.

ClearPass OnGuard and Onboard Ensure Compliant Corporate Network

Consulate is also securing its internal corporate network with the ClearPass modules OnGuard and Onboard.

Using OnGuard, Consulate can ensure all devices connecting to the network, both corporate-owned and BYOD, meet company-defined compliance policies. Devices failing to meet specifications are automatically disallowed.

Adding Onboard supplies automatic provisioning and configuration of approved mobile devices – Windows, Mac OS X, iOS and Android, eliminating tedious manual onboarding tasks. Built-in device certificate distribution eliminates the need for constantly entering login and passwords, while enhancing security.

"We rely heavily on ClearPass's OnGuard and Onboard to control who and what connects to our wireless network," emphasizes Crandall. "Plus, these two features also ensure that once devices are connected, communications are secure."

GAINING CRITICAL, GRANULAR INSIGHTS WITH ARUBA AIRWAVE

To regulate the overall health of its WLAN, Consulate depends on Aruba's AirWave Network Management for critical and granular visibility into its entire distributed Wi-Fi network.

> *Aruba provided the efficient, scalable solution we needed*

Map-like AP Visualization Improves Network Design and Maximizes WLAN Performance

With AirWave, Consulate enjoys a map-like visual representation of each AP, and its location, at every care center. This visualization includes the number of users connected to a specific AP and whether they're using a corporate-owned or BYOD device.

Additionally, AirWave reports the types and ratios of devices that are connected in real time and historically – including tracking how many are Apple versus Android versus Windows – which is useful for both planning and support.

Overall, AirWave's capabilities assist with diagnosing issues as well as identifying where APs are needed – or whether other steps should be taken – to maximize network performance and help improve Consulate's ability to provide better care at the bedside.

VisualRF™ Boosts Operational Efficiencies and Reduces Troubleshooting Time

Beyond device information, AirWave's VisualRF also reports on applications and their performance. With such visibility, problems that previously took hours to resolve can be solved in minutes. This provides substantial savings through operational efficiency, reduced downtime and consolidated management toolsets.

"AirWave and VisualRF give us excellent centralized insights into our entire wireless environment," Crandall says. "We use AirWave regularly for troubleshooting issues related to wireless users and APs —including rogue APs — as well as RF coverage throughout our remote locations.

ARUBA WLAN ENABLES NEXT-GENERATION OPPORTUNITIES AND INNOVATIONS

With its new Aruba Wi-Fi infrastructure, Consulate can evolve its wireless network to meet changing needs. For example, to take advantage of new opportunities offered by technologies such as telehealth and electronic health records (EHRs), the organization can transition to the next generation wireless standard, 802.11ac, commonly known as Gigabit Wi-Fi.

"As we continue expanding our telemedicine, EHR, mobile point-of-care and other innovations, we can evaluate a transition to 802.11ac," says Crandall.

Wi-Fi Infrastructure Meets the Needs of Today and Tomorrow

Most importantly, Consulate now has the infrastructure to provide seniors with leading-edge services today and tomorrow.

"We needed a partner that could help us roll out a scalable, supportable solution to our care centers," says Crandall. "Aruba has proven to supply a comprehensive, and efficient, solution that ensures not only wireless network availability, but also secure communication among our staff, patients, administrators and guests."

ABOUT CONSULATE HEALTH CARE

Consulate Health Care is the sixth-largest provider of post-acute healthcare services in the nation and the largest provider in Florida. We are a leading healthcare organization offering services ranging from comprehensive short-term rehabilitation and transitional care to Alzheimer's and dementia care. Our compassionate caregivers carry out our mission every day of "Providing Service with Our Hearts and Hands", caring for our patients like family, not because it's their job, but because it's their calling.

For more information about our nationwide family of dedicated health care providers or to explore exciting career opportunities, please visit us at http://www.consulatehealthcare.com.

ABOUT ARUBA NETWORKS, INC.

Aruba Networks (NASDAQ:ARUN) is a leading provider of next-generation network access solutions for the mobile enterprise. The company designs and delivers Mobility-Defined Networks that empower IT departments and #GenMobile, a new generation of tech-savvy users who rely on their mobile devices for every aspect of work and personal communication.

To create a mobility experience that #GenMobile and IT can rely upon, Aruba Mobility-Defined Networks™ automate infrastructure-wide performance optimization and trigger security actions that used to require manual IT intervention. The results are dramatically improved productivity and lower operational costs.

Based in Sunnyvale, California, Aruba has operations throughout the Americas, Europe, Middle East, Africa and Asia Pacific regions.

To learn more, visit http://www.arubanetworks.com or get real-time updates on Twitter and Facebook. For the latest technical discussions on mobility and related solutions, visit Airheads Social at http://community.arubanetworks.com.

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