

Wake Forest University Baptist Medical Center Selects the AirWave Management Platform™ to Manage its Wi-Fi

Wireless Network Overview

Location:	Winston-Salem, NC
WLAN Size:	430+ access points
WLAN Hardware:	Avaya AP3
AirWave Product:	AirWave Management Platform Professional Edition



WLAN Management Needs

Wake Forest University Baptist Medical Center, one of the nation's preeminent academic medical centers, is an integrated health care system that operates 1,291 acute care, rehabilitation and long-term care beds, outpatient services, and community health and information centers. A technology leader in the healthcare industry, WFUBMC decided to install a Wi-Fi network to provide mobile access to Computerized Patient Record (CPR) information and to enable medical students to use the network in conference rooms and for library research.

WFUBMC's IT staff knew that the wireless network would quickly become mission critical as more and more users started to rely on Wi-Fi access for their patient-related tasks. As they developed their wireless LAN deployment plan, they knew they would need a Wi-Fi network management solution that would automatically configure their wireless access points, manage the firmware distribution process, and provide accurate utilization statistics for network planning. Equally important, their wireless management solution had to allow them to track and monitor individual wireless users. "If a doctor or nurse is having network problems and cannot access critical medical or patient data, we need to diagnose and correct the problem immediately," says Scott Campbell, WFUBMC's Senior Network Systems Analyst. "In a hospital environment, real-time monitoring and diagnostics are an absolute necessity," he added.

AirWave Solution

After evaluating several alternatives, WFUBMC selected the AirWave Management Platform wireless network management software to monitor and configure their Avaya AP3 wireless access points.

- ✓ **Ease of deployment.** Within five minutes of installation, AMP automatically discovered and began monitoring all of WFUBMC's existing access points.
- ✓ **Real-time user monitoring.** AMP allows WFUBMC's IT staff to quickly locate each individual client device on the network in case of a security breach, network problem, or virus outbreak.
- ✓ **Automated AP configuration and firmware distribution.** AMP allows WFUBMC's networks administrators to define configuration policies and specify minimum firmware versions via web-based console. AMP then automatically audits existing APs and ensures that their configurations comply with the defined policies, eliminating the potential for human error and security breaches.
- ✓ **Multi-vendor hardware access point support.** While WFUBMC had selected a primary hardware vendor, the IT staff knew it was likely that additional vendors would need to be supported in the future. AMP's ability to monitor and configure access points from most leading enterprise vendors provides WFUBMC the flexibility to use multiple vendors' hardware without changing the management platform.

The AirWave Management Platform is a proven technology that we know we can rely on. AirWave's staff is extremely dependable, knowledgeable, and easy to work with. From the beginning, it has been a terrific partnership.

*- Scott Campbell
WFUBMC*

Results

WFUBMC installed the AMP software on a single server to manage the hospital's 400+ wireless access points. The IT staff recognized the benefits of the AMP software almost as soon as it was installed. "While we were evaluating AMP, we noticed that several clients were consistently dropping their network connections in several places," said Scott Campbell. "With AMP, we could track client roaming patterns to pinpoint the location of the problem and determine that the way our APs were configured was causing authentication problems. We saved ourselves hours of troubleshooting."