

American Baptist Homes of the Midwest (ABHM)

RUCKUS® Wi-Fi powers up senior living

OVERVIEW

American Baptist Homes, located in Eden Prairie, Minnesota has been providing healthcare and affordable housing to its residents for over 80 years.

REQUIREMENTS

- Simple and reliable solution
- Quality user experience
- Campus-wide mobility
- Secure and simple onboarding

SOLUTION

- Deployed ZoneFlex 7363 and 7372 APs
- Deployed ZoneDirector 1100
- Ease of management of ZoneDirector 3000
- 115 R600 802.11ac APs
- Reliable network that meets the tenants' needs

Connecting senior to the outside world

Technology is beginning to play a major role with today's senior citizens. They are becoming more tech savvy and rely on reliable wireless access to communicate with their families and healthcare providers. According to senioradvisor.com, six out of every 10 seniors are using the internet. They are using social media as an easy way to stay in touch with old friends, see pictures of family members, and learn more about causes. It's an easy way to maintain connection with the outside world.



For over 80 years, American Baptist Homes of the Midwest (ABHM) has provided healthcare, affordable housing and supportive services to its residents. They are committed to creating environments that encourage residents to experience life to its fullest. First and foremost, this includes providing personalized, professional care and accommodations for their clients. ABHM facilities support several thousand patients with needs ranging from short-term rehabilitation and assisted living to permanent skilled care. With many senior living organizations investing in internet connectivity, ABHM felt it was time to meet the needs of the senior population.

"Often I would receive requests from colleagues for Wi-Fi services, but we just never had a valid business case until about six or seven years ago," says Roger Hennen, IT director at ABHM.

Wi-Fi technology was identified as a way to deploy specialized business applications—allowing caregivers secure access to personal health information, including daily living needs, for each resident. Business applications such as this have driven the need to deploy wireless solutions and provided the ability to offer residents internet access to stay connected with friends and family during their stay.

ABHM, with a small IT team, was in need of a simple and reliable solution.

“This solution has allowed us to easily grow and expand from 20 wireless access points to over 125 spread over seven different campuses.”

Roger Hennen

**IT Director
ABHM**

SOLUTION

ABHM turned to partner Clear North Technologies to help with their Wi-Fi needs. Clear North Technologies constantly compares products and felt RUCKUS was the perfect fit for ABHM's needs. To accommodate the need for a centrally managed enterprise Wi-Fi network supporting multiple secure WLANs, the RUCKUS ZoneFlex 7363 and 7372 access points were originally deployed and managed via a centrally located ZoneDirector 1100.

“Originally this solution was architected and deployed in early 2010, leveraging RUCKUS technology,” states Jim Stover, Clear North Technologies executive and account manager for ABHM.

Today the solution has expanded to include two controllers that are centrally located. The ZoneDirector 3000 supports more than 115 RUCKUS access points system-wide. Expansion and upgrade projects are leveraging the RUCKUS R600 802.11ac access points.

“For us, RUCKUS provides a high-end product combined with support and training that allows us to offer exceptional services to our customers,” states Stover.

Dedicated SSIDs for critical business applications were configured with WPA2 PSK encryption. APs tag traffic traversing these WLANs with the appropriate VLAN for offload to the ABHM MPLS network. Additional WLANs are configured for guest access; these WLANs are also protected via WPA2 PSK encryption but are part of a separate VLAN. This allows administrative traffic to remain separate and secure from the guest access networks. Guest access VLANs are configured to leverage separate internet connections with dedicated firewalls at each facility—ensuring guest traffic is not congesting the administrative MPLS network.

ABHM has seen the benefits to the RUCKUS solution. Anywhere you go on the campus, you can gain access to the internet.

“This solution has allowed us to easily grow and expand from 20 wireless access points to 125 spread over seven different campuses. We have enterprise-wide control over the devices to manage them from a central point. We have access to the internet from anywhere. We'll continue to expand the network with RUCKUS products in the future,” concludes Roger Hennen.

“For us, RUCKUS provides a high-end product combined with support and training that allows us to offer exceptional services to our customers.”

Jim Stover

**Executive
Clear North Technologies**

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