Wireless Upgrade and Cisco Identity Services Engine (ISE) Implementation for an Ohio Health Provider

The Client
A medical services provider offering patients leading edge services in the areas of heart health, cancer diagnosis and treatment, women’s health, children's health and orthopedics. The skilled physicians and medical staff provide a number of specialty services that are typically found in larger medical centers. These include: open heart surgery; da Vinci robotic surgery; cardiac catheterization; cancer care; advanced orthopedic procedures; high level MRI testing; and a Level II pediatric nursery.

Vertical
Healthcare

Size
3,000 Employees: 3 Hospitals, six regional clinics, 20 remote facilities, 600 new 4800 series access points, 2 new 5500 series controllers, and an ISE solution with a total of 311 beds.

The Challenges
- The provider had determined that their existing wireless coverage was inadequate for current and future technologies, such as VoIP.
- Policy access enforcement to control access to/from the wireless network.
- Migration to new access points and security policies while maintaining the existing wireless network.

The Solution
Provide the client with a migration strategy that included an upgrade of the access points, and implementation of an ISE security solution.

Skyline’s Professional Services team delivered the solution with hands-on training and interaction with the client as well as project management.

Interested in what we can do for you?
Contact a Skyline representative today.

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Overview

The provider needed a wireless environment that was highly reliable, easy to manage and resilient for access to patient care applications; but also secure for guests, employees, and critical services. That is why the provider selected Skyline ATS to not only plan and upgrade their access points but also to protect access.

As a preferred Mentored Install service partner, Skyline ATS was positioned to ensure the provider the ability to optimize the full value of their investment, and plan for future integrations.

The scope of work consisted of:

- Development of wireless network design
- Upgrade existing access points to 4800 series access points
- Implement FlexConnect and SSIDs/VLANS to improve performance and scalability
- Upgrade Prime, MSE and Aeroscout for interoperability
- Plan, develop, and implement Cisco ISE
- Provide support documentation and knowledge transfer
The Solution

To face challenges head-on, Skyline ATS carefully conducted a scoping session to review and assess the provider’s needs and requirements. These phases would help mitigate any further risk while ensuring the proper knowledge transfer during redeployment.

**ASSESS**
Identified business objectives, technology requirements and gathered information for migration path and strategy.

**INSTALL & CONFIGURE**
Upgrade WLC controllers, Prime, MSE, Aeroscout, and access points. Implement FlexConnect and Cisco ISE with new SSIDs.

**TEST**
Document and conduct testing of new SSIDs with ISE - ensure that the deployment is working as designed for authentication and guest portal access.

**TRAIN**
Deliver knowledge transfer including how to navigate. Provide first day service. Completed the project hand-off to the network team.

As a result, Skyline ATS’s Mentored Installation training service provided hands-on training and skills transfer that consisted of:

- Onsite and remote engineer for 13 weeks
- Project management
- Implementation of FlexConnect and local-switched SSIDs/VLANS at remote sites
- Scalable and secure access policies
The Results

The provider needed a solution that was highly reliable, easy to manage, and resilient for access to patient care applications. This was an essential asset to the provider in rolling out a continued upgrade within their wireless network, while ensuring coverage, interoperability, and security.

In the end, a useful, straight-forward skills transfer laid the foundation for the Company to become self-sufficient in realizing the full value of their wireless solution.

Best Practices

1. Planning for deployment readiness is optimal in the cycle. By engaging Skyline ATS early on, you minimize your deployment risks. Whether it's through programs like MINT or Skyline ATS’ Professional Services, planning and increasing skills in advance ensures you can successfully deploy Cisco technologies.

2. When it comes to technology investments, enabling learning, discovery, and engagement, Skyline ensures customers are developing the skills required to design, build, maintain and operate their network solutions.

3. Mentored Installs increase skills and reduces risk. A successful redeployment for the provider became more feasible by leveraging a Skyline ATS partnership.