



CUSTOMER PROFILE

UK HEALTHCARE PROVIDER RELIES ON DAISY TO EMPOWER THEM TO BEST SERVE THEIR PATIENTS AND STAFF

We provide critical technology support to a specialist provider of mental health, learning disabilities, wellbeing, and community services in the UK.

This customer provides essential care to some of the most vulnerable people in society, so we need to ensure that their technology empowers them to deliver it in the most efficient way through effective communication and by maintaining availability of services.

The Business Challenge

With the rise of remote working and the increased demands on the healthcare industry, it became clear to the customer that their current LAN and WiFi environment was no longer fit for purpose.

As their current hardware reached its end of life, the customer recognised a need to improve their network in order to protect against potential vulnerabilities caused by their aging technology, such as equipment failure and potential cyber-attacks.

Although it was imperative to refresh their LAN and WiFi environment, it was also necessary to ensure that any solution implemented would still be compatible with their older technologies.

The Solution

Daisy proposed a fully managed service using state of the art Cisco wireless LAN including access points, firewalls, switches, and a complete management and control platform that simplifies and streamlines network operations.

As a managed service, the customer has peace of mind that the implemented solution is always up-to-date and all relevant software upgrades are current.

Working exclusively with Cisco allowed us to handle all pre-sales, infrastructure design, migration, training and after-sales support inhouse.

To facilitate the new solution, we also had to address a bottleneck in their existing legacy 1G WAN network by seamlessly migrating them into a new optimised 10G WAN and LAN routing network. This was achieved with rapid deployment to avoid any interruption of service.

The Result

The customer has gained peace of mind, knowing that any technical problems can be addressed quickly by Daisy's trained experts, either over the phone, via live chat, or in person.

By implementing a new and improved LAN and WiFi environment, the customer's end of life equipment has also been removed from the infrastructure ensuring there are no longer any single points of failure and provides the network with robust security mechanisms to protect against cyber attacks.

The new solution also addresses other challenges such as improving VoIP call quality over the WiFi network and addressing connectivity black-spots within their buildings.

AT A GLANCE

Industry sector: Healthcare

Employees: 5,000+

Solutions/services taken:

- LAN/WiFi