

CASE STUDY/

Data Lync / Lutheran Services

**SOLVING COMPLEX
TECHNICAL PROBLEMS**

It's what we do.

1. BACKGROUND

Lutheran Services is a Department of the Lutheran Church of Australia Queensland District.

For over 80 years, Lutheran Services has provided quality, contemporary support and accommodation for older Australians, young people and their families, those living with disability or mental illnesses, and those experiencing domestic violence and hardship.

3. OUR SOLUTION

By engaging the services of Data Lync and utilising Aruba equipment, Lutheran Services were able to implement a best in class solution, tailored to overcome the unique challenges of the aged care sector.

Aruba's Instant Access Points (IAPs) were used and managed by Aruba Central to provide wireless to these locations for the following reasons;

SOLUTION HIGHLIGHTS:

- Existing investment in Aruba IAPs and ClearPass
- Interoperability with critical devices such as Spectralink Wi-Fi handsets
- Ability to be managed by Aruba Central
- IAP access points equipped with Bluetooth Low Energy (BLE) beacons
- Wireless coverage in both internal and external environments

2. BUSINESS CHALLENGE

To meet the needs of their staff and the clients they serve, Lutheran Services decided to deploy a unified wireless network solution across all their sites. Lutheran Services opted for a wireless solution supplied by Aruba, a Hewlett Packard Enterprise company. Prior to implementing the Aruba wireless solution, Lutheran Services' internal I.T. team were facing challenges with managing and maintaining a mixture of wireless solutions across their many decentralised community and aged care services sites across Qld. This resulted in increased complexity, increasing IT support costs, and reduced efficiency.

4. BENEFITS

Thanks to the successful deployment of Aruba IAPs, ClearPass and Aruba Central, Data Lync was able to greatly simplify the management of wireless solutions and reduce ongoing support costs for Lutheran Services. This enabled Lutheran Services to deliver a contemporary solution that enhances their client's lifestyle and makes work easier for their dedicated staff.

KEY BENEFITS:

- The Aruba wireless solution provides a platform which will enable the use of multiple wireless networks for staff, guests and residents utilising ClearPass. This ensures that only approved devices are allowed access to the corporate network.
- Allowed a single place to configure and monitor Lutheran Services' wireless infrastructure.
- Allowed future expansion potential and investment into BLE based internal tracking solutions for assets.

"Data Lync has delivered the project in a timely and efficient manner, constantly going above and beyond in delivering real value to our staff, residents and customers. By utilising cost-effective Aruba network products, they have minimised downtime, which is critical in ensuring a high-quality service."

- Michael Colin, ICT Strategy Program Manager