

STEP SUCCESS STORY

A MORE FULFILLING LIFE FOR SENIORS

Solutions for a Senior Population with an “Always On” Network

A luxury senior living and gated retirement community in Florida presented a unique end-user scenario because of the population’s learning curve and the fact that COVID resulted in far fewer residents than usual leaving the campus – the draw on bandwidth was huge – and constant.



Client: Senior Living Campus in Florida

Solution: Managed Services, Extreme Networks & STEP Dashboard



124 Acres



10 WiFi-Connected Devices Per Unit



354 Units

1 Challenges:

The retirement age of residents in this densely packed community have more WiFi connected devices than average – from health monitors, smart TVs, watches, smartphones, printers, iPads, voice-activated virtual assistants, thermostats, and motion sensors – not to mention the additional tech gadgets they receive as gifts from extended family members. The result is a campus network that ballooned from a small number of devices to an astronomical number in a short period of time as more units become built and populated. And the network was being utilized 24/7, as COVID restrictions interrupted normal life – resulting in residents staying on campus more often than not.

2 Solutions:

STEP assessed the needs of the community by meeting directly with residents to understand their connectivity issues first-hand. Beyond the residents, nurses and care staff were also having connectivity issues, along with custodial, food services. These discoveries helped provide the community’s IT Director with a more holistic picture of the overall issues and the need for a more robust network, with reliable indoor/outdoor wireless coverage – to provide end-users with a secure wireless experience that could also manage and mitigate any network issues in a timely manner. Since the facility’s IT was being managed by only 1 staff member, a top-tier service that could fully – and proactively – manage their network was in order to ease the burden. The first step was an inventory of what was available, followed by an overhaul of their network with a new power supply, Extreme wired and wireless switches, access points, and Fortinet firewall.

3 Outcome:

With the network overhaul in place and more visibility through the STEP Dashboard, residents and staff enjoyed a significantly better and more satisfying wireless experience with noticeably more uptime. Zoom meetings were no longer freezing or jittery. Streaming video loaded more quickly, and coverage was more consistent vs. spotty between the inside and outside of units. STEP’s “concierge service” was very popular with residents because a technician personally went to each of the hundreds of units to connect them to the new network and answer any questions. Printers, phones, and laptops were also connected to the proper SSID along the way – which led to fewer complaints and a large increase in customer satisfaction. Apps were made available in the Cloud for mobility for nurses and staff no longer using stationary computer stations. STEP now fully manages the network as an extension of the lone IT staff member.

Why STEP?

STEP is an award-winning, nationwide IT services engineering firm known for providing cutting-edge services and solving complex IT challenges through a blend of experience and expertise. STEP is not just a vendor but a partner - ready to meet your needs promptly and efficiently.