



Red River Case Study

VISN 8 VGIA VA ICARE

CHALLENGE

In accordance with its iCare initiative, the VA needed to provide guest wireless coverage to the VISN 8 hospitals in Florida and Puerto Rico. The focus of this initiative is to improve patient experience and quality of life while being treated in, or living at, VA facilities.

This generation of veterans relies heavily on communication via the Internet, which means they need reliable Internet services during their stay. The VA faced the difficult challenge of simplifying management and building a network that could scale to all hospitals while maintaining an identical VGIA experience across the VISN.

SOLUTION

Red River worked with the VA team to design a hub and spoke network that enabled each hospital to connect back to Orlando on a 200mb dark fiber circuit. The Internet and network management systems were configured and placed in Orlando data center, with all traffic from the hospitals going out the 2 gigabit Orlando VA Internet circuit. This setup simplified management and security of the network and eased the burden on each hospital's data center.

The team developed a strong relationship with the customer and subcontractor, Mission Critical Solutions of Tampa, who performed the cabling for each hospital. This allowed Red River to guide each facility through the design, cabling, circuit delivery, testing and go-live.

Red River also made weekly phone calls with each hospital to keep the lines of communication open and streamline the security onboarding process.

The relationships built throughout the project allowed for Red River hit the ground running and save valuable time at the onset of the project. They were able to successfully meet the VA's goals and provide solutions to all issues as they arose. And the entire mobility team was available for this project, which made the resource gathering phase run as smoothly as possible.

RESULTS

Each hospital had individual 'go live' dates and were rolled out as the installations were completed. The responses from the employees and guests of each hospital ranged from elation to relief as they finally gained access to a reliable source for Internet. Many veterans live at these facilities and can now communicate with their loved ones using the VGIA network.

The user experience across all hospitals is identical and the network is managed from the Orlando VA hospital. The network as designed can also scale to additional CBOC's and VISN8 VA locations as needed. The cost savings incurred while rolling this out and managing this network from a VISN level allowed for all hospitals to be included in the vision.

The VA VISN Manager made it clear during the close out call that he was pleased with how efficiently Red River carried out the configuration, implementation and testing of the wireless networks. There are currently over 10,000 users up and running on the networks built by Red River. This project also showed the VA the benefits gained by implementing a solution at the VISN level instead of relying on each hospital to develop and maintain its own solution.

ABOUT RED RIVER

Red River brings together the ideal combination of talent, partners and products to disrupt the status quo in technology and drive success for business and government in ways previously unattainable. Red River serves organizations well beyond traditional technology integration, bringing more than 20 years of experience and mission-critical expertise in security, networking, analytics, collaboration, mobility and cloud solutions.

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