

CASE STUDY: HEALTH CARE INDUSTRY WIFI NETWORK SOLUTION

The need for technology to provide effective, affordable, confidential healthcare is probably more pronounced in the U.S. than anywhere else in the world. Because confidentiality is a high priority in the healthcare industry, network security is a prominent concern for healthcare providers. In addition healthcare providers have to continuously ensure that their technology meets restrictions placed by the government and professional development groups.

The Challenge:

In June of 2002, DBK began discussions with a large healthcare provider about the migration of their user applications to their wireless network. The healthcare provider also needed to ensure that the applications that would now be available wirelessly, were protected from public interception.

The Competition:

The current incumbent proposed the use of LEAP for security, because the healthcare provider had in place a Cisco infrastructure and outsourced their network management to a large Cisco reseller. Their solution presented a few problems. First of all, the use of LEAP would lock the vendor into an all Cisco solution resulting in the need for modifications to be made to all of the Dell laptops that the healthcare provider had in use in order to make the laptops compatible with Cisco NICs (Network Interface Cards). Another issue with the incumbent's proposal was that the healthcare provider lost the ability to have a true 802.11b network environment which would ensure interoperability with other manufacturers' access points or peripheral devices that do not support Cisco RF cards.

The Solution:

DBK's competitive advantage over other proposals was twofold. First of all, DBK proposed using an Avaya Dual Card Wireless Architecture. This solution lessened the impact of the healthcare provider's investment, because it supports both the 802.11a and 802.11b standards. This way as the wireless LAN standard migrates to 802.11a, the healthcare provider will already have the hardware necessary to use the new standard.

Secondly, because of HIPAA (Healthcare Insurance Portability and Accountability Act) restrictions on healthcare related data streaming, DBK proposed an enterprise class WiFi VPN solution that provided the level of data safekeeping required to be HIPAA compliant. This VPN included 60Mbps of throughput with Triple DES Encryption as well as subnet roaming capabilities and wireless network management services for VoIP over the wireless LAN. In addition the wireless VPN can be distributed for over 60 plus facilities.

Another important issue of the project was, "the customer needed to have the system implemented quickly. We were able to go from purchase order to implementation in just three days." –Danny Katz, CEO, DBK

Benefits:

Additional value adds DBK offered included "One Point of Contact Solutions," meaning that for the hardware, security, site surveys, Spectrum Analysis, integration and on-going Customer support, the customer had a single company to contact. DBK also presented the competitive pricing advantage program through Catalyst's "Refuse to Loose" commitment as established by Bradley Wright at Catalyst.

The healthcare provider now benefits from the mobility and productivity of DBK's complete wireless networking solution which included the "hacker-proof" security system required in their environment.