



Children's
Hospice
Association
Scotland



PROVISTA
IP COMMUNICATIONS

Background

Children's Hospice Association Scotland (CHAS) is a charity that provides the only hospice services in Scotland for children and young people who have life-shortening conditions for which there is no known cure. CHAS runs two children's hospices, Rachel House in Kinross and Robin House in Balloch, and a home care service called CHAS at Home, which provides specialised care to children and young people in their homes, when they need it most.

Challenge

CHAS had a requirement to upgrade its current Wireless LAN (WLAN) infrastructure. Both hospice sites had an aging WLAN network that did not offer the coverage that the organisation requires on a daily basis. It failed to meet the needs of staff and families while in the hospices.

Staff members require access to the patient's records in all locations and with over 350 children and young people as well as family all using the services, the challenge was to deploy a wireless service that gave full coverage across both sites.

All implementation works had to be done very discreetly and with care in order to reduce the disruption to the running of the hospices and disturbance of the families living in and visiting the sites.

Solution

Provista UK Ltd were recommended to CHAS by Cisco to assist in reviewing, designing and deploying the new WLAN infrastructure. After a free trial, Meraki Cloud solution was preferred by CHAS. It was chosen because of the user friendly dashboard which provides a view of networked clients, bandwidth consumption, and application usage across all sites. It also allows for the creation of push policies to block, shape, or whitelist activity to optimize performance and improve user experience. CHAS aims to provide "home away from home" care and it was important to allow patients to bring their own devices, stream videos, play games and keep in touch with their friends and family

through social media, therefore the solution also included a secure but managed Guest WiFi service. Cisco and Provista went the extra mile to fit the solution into a very tight budget for CHAS.

"Impressed from start to finish. Provista UK Ltd were head and shoulders above everybody else."

Mark Grant - IT Service Manager

Business Benefits

By utilising Provista's solution, CHAS were able to appreciate the following benefits:

- Full wireless coverage of all necessary areas of both sites
- Guests can access the services easily and with no technical assistance
- Patients can bring their own devices and use WiFi to access WWW
- Staff have an easy access to the records and information at any location throughout the Hospices
- Staff can move between sites and be connected at either site easily
- Better working environment and lots of staff compliments about improved service
- IT support available from any location

About Provista UK Ltd

Based near Glasgow with offices in Aberdeen and Birmingham, Provista provide expert consultancy across a range of technologies and manufacturers including Cisco, Meraki and other leading vendors. Their highly accredited team are specialists in unified communications, data centre networks, secure public and guest wireless, IP security and IP LAN and WAN networks.



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