

Making Life a Little Easier

Harbor Networks has expanded the supporting IT environment at a senior living community to include voice, data, and WiFi networks.



Overview

The organization is an assisted living owner and operator with multiple communities and hundreds of employees. Harbor Networks initially installed standalone VoIP, premises-based phone systems, and short cell phone systems at all of their communities, effectively modernizing the entire network infrastructure. Today, Harbor Networks supports their voice, IT, and WiFi networks.

Problem

Before Harbor Networks first started working with the IT team, each community was an island without connectivity to the others, and each had a different IT infrastructure. For example, each community had a different kind of network switch, office phone, and wireless solution. This created a gigantic headache for their IT team to manage at scale.

Solution

Harbor Networks helped them standardize on an IT infrastructure across all locations based on Extreme Networks' switching and wireless fabric, Mitel voice switches, Fortinet firewalls, and the VeloCloud SD-WAN. Voice and data are integrated across all locations. The Harbor Networks team collaborated with the IT team to create templates and apply them to their communities. VLANs and wireless SSIDs became uniform across the entire network.

A management portal is protected by a firewall at each location, protecting the WiFi network at the perimeter. Today, the IT team manages the entire infrastructure from a single pane of glass. Harbor Networks enabled them to evolve from operating on an island to having all locations talking. This includes a new centralized file sharing capability, which enables all locations to pull up files from the main office. Failover is built among all of the locations, so IT is not completely reliant on just one location.

Harbor Networks aggregated all of the internet connections, so if they lose one internet connection, the network stays up and seamlessly reverts back to a second one. All applications stay up, at all times, including collaboration, HR, finance, record-keeping, and access to the centralized fileshare.

Outcomes

The IT team has significantly increased the manageability and visibility of its network. Since the network is managed from the cloud, the IT team is able to log into a portal and see all their active devices and traffic flowing throughout the network. They previously logged into many different applications for insights.

- The SD WAN is set for failover, so there is an added layer of resilience across the network.
- With the new foundation in place, the organization will be able to invest in smart IoT sensor technology across the communities without creating new overhead. For example, they are looking at wirelessly connected door lock, lighting, and other parts of access control.
- The application stack has allowed them to unify resident assistance call systems across all locations.
- With a stable WiFi network, Harbor Networks is now helping the organization map out the possibility of monetizing internet subscriptions to their community residents.

About Harbor Networks

Founded in 1995, Harbor Networks is a northeast-based leader in managed network, voice, and security services solutions. We aspire to be a modern managed service provider who:

- Proactively adapts new technology to our customers' needs by delivering "best in class" solutions, programs, and services.
- Enables secure, cloud-based collab and communication services over networks that are managed, monitored, and continuously maintained.
- Drives security awareness, policy, and compliance.