Archdiocese of Brisbane Cares for Community's Most Vulnerable, Supported by Juniper AI-Driven Networking

In the modern era, doing good works requires great Wi-Fi. The Archdiocese of Brisbane and Centacare tends to the most vulnerable people in Queensland as well as the spiritual lives of 714,000 parishioners. Through its nonprofit agency Centacare, the Archdiocese provides supportive homes for people with disabilities, support services for seniors, domestic and family services, and childcare.

"Having a community support system is a crucial part of any society," says Iain Teo, who manages ICT operations for Archdiocese of Brisbane and Centacare. "Our community services for disability services, aged care, childcare, and relationship services have grown steadily."

Together, the Archdiocese of Brisbane and Centacare have 5,000 employees in 400 locations serving tens of thousands of people.

COHESIVE WIRED AND WIRELESS

Centacare discovered the Mist Wireless LAN Platform when it was exploring new campus switching for its care homes, school programs, and parishes.

"Mist and Juniper are like chalk and cheese compared to the network we had before," Teo says.

Mist, a Juniper company, offers an AI-driven platform that is built on a modern, microservices cloud architecture. Mist delivers exceptional network user services by simplifying and automating network operations and troubleshooting. Centacare also deployed Juniper Networks® EX2300 Ethernet Switches for compact, high-performance access switching in it's major sites.

"As a small team, we needed products that would assist us from easy implementations to troubleshooting issues," Teo says. "Juniper and Mist fit into our requirements very well."

SUMMARY

COMPANY

Archdiocese of Brisbane/Centacare

INDUSTRY

Nonprofit

CHALLENGES

Modernize wireless and wired networking at hundreds of group homes, childcare facilities, and offices in Queensland.

TECHNOLOGY SOLUTION

- Mist Wireless LAN Platform
- EX2300 Ethernet Switch
- Juniper Sky Enterprise

BUSINESS RESULTS

- Deployed Wi-Fi to 300 sites with each site taking less than 10 minutes
- Reduced wireless trouble tickets by 60%
- Automated Wi-Fi access for guests and IoT devices
- Empowered very lean team to manage a large distributed network

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A BETTER USER EXPERIENCE

Now, adults with disabilities living in Centacare's supportive homes have fast, reliable access to the Internet from their phones, tablets, and laptops. Residents can watch their favorite movie, play video games, or video chat with their families and friends. Group home staff provide support for daily living and personal care, and residents build life skills and stay engaged with activities like cooking, painting, and drama.

"The performance of the Mist Wi-Fi is great," Teo says. "One of my administrator told me that he could still get Wi-Fi from 50 meters from the building. That's amazing."

In the past, offering visitors access to the Wi-Fi was frustrating. "With Mist, we can give staff at the group homes the ability to approve guest Wi-Fi access," Teo says. "Before, visitors had to request guest Wi-Fi through our service desk team, which meant they needed to log a ticket. Now with Mist, staff in the homes can approve guest Wi-Fi access, and life is so much easier for everybody."

The Mist Cloud provides full programmability via open APIs, which allowed Teo and his team to radically accelerate deployment to hundreds of locations. Mist APs were shipped to the locations in advance, then the ICT team configured them centrally from the Mist Cloud.

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STREAMLINED NETWORK OPERATIONS

Another one of Teo's small-but-mighty favorite Mist features is the one-time password. TVs and other IoT devices are connected using password that was changed monthly. But with the previous wireless LAN, a technician had to travel to the site to manually change the password.

"We had to send a guy onsite to implement passwords," Teo says. "Some of our sites are 500 kilometers away."

Mist banished that inefficiency. "With Mist, we can give out a one-time password that's locked to the MAC address," he says. "The password is secure because it can't be reused. Now it's a two-minute job, instead an hour of work."

The ICT team has a single, cohesive approach for managing its wired and wireless networks, automating operations and simplifying troubleshooting.

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Using the Mist dashboard, the team can set, monitor and enforce service level expectations for wireless performance metrics such as throughput, capacity, roaming, and uptime. When Mist detects an anomaly, it automatically starts a packet capture for event correlation and clear visibility into the user experience. Mist also can provide predictive recommendations to avoid or fix problems rapidly.

"The packet capture capability in Mist is fantastic," Teo says. "When we first started deploying, the DHCP server wasn't working at one of our sites, but with Mist, the technician knew what the problem was and had it fixed before staff arrived for work in the morning. With Mist, our team can focus on fixing the problem, instead of figuring out what went wrong."

Streamlined network management is acutely important for an organization that serves communities over a 77,000-square kilometer area. Juniper Sky Enterprise makes it simple to deploy and manage EX Series switches at offices. Zero-touch provisioning speeds deployment and eliminates the need for onsite technical expertise.

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"With Juniper Sky Enterprise, we can deploy switches easily, and they all have standardized configurations and credentials," Teo says. "We deployed a new switch to a site the other day, and it took an hour."

With cloud network management, the network is always up-to-date. "In the past, updating the firmware on our switches was a job that never got finished," Teo says. "Sky Enterprise gives us a centralized portal to manage all of our switches. Deployments and updates happen in minutes, not days."

MOVING AHEAD

With fast, reliable networking, the Archdiocese and Centacare can focus on what matters most: supporting the most vulnerable and building a stronger community for everyone to thrive.

The scope of Centacare's work is vast. In addition to running hundreds of independent living homes, in 2019, the nonprofit provided support services to 4,500 people living with or at risk of developing mental illness. More than 22,000 Queenslanders affected by domestic and family violence received early intervention and crisis response services. More than 8,000 pensioners accessed services that helped them live well at home. Some 12,000 aged care and disability clients received home modification and support to help maintain their independence.

Teo and the team are exploring how to instrument group homes with sensors to keep residents safe and prevent wandering. The team is also deploying Mist wireless in 138 childcare centers that serve 26,000 kids.

What's next? "The sky's the limit at this stage," Teo says.

FOR MORE INFORMATION

To find out more about Juniper Networks and Mist product solutions, please visit www.juniper.net and www.mist.com.

ABOUT JUNIPER NETWORKS

Juniper Networks brings simplicity to networking with products, solutions and services that connect the world. Through engineering innovation, we remove the constraints and complexities of networking in the cloud era to solve the toughest challenges our customers and partners face daily. At Juniper Networks, we believe that the network is a resource for sharing knowledge and human advancement that changes the world. We are committed to imagining groundbreaking ways to deliver automated, scalable and secure networks to move at the speed of business.

ABOUT MIST

Mist built the first AI-driven, microservices cloud-based Wireless LAN (WLAN), which makes Wi-Fi predictable, reliable, and measurable and enables scalable indoor location services like wayfinding, proximity messaging and asset visibility. In addition, Mist's AI technology plays a key role in bringing automation and insight across the full IT stack, delivering seamless end-to-end user experiences and substantial IT cost savings. In 2019, Mist was acquired by Juniper Networks and operates as a business unit focused on the AI-Driven Enterprise which combines Mist's next-generation wireless platform with Juniper's best-in-class switching, routing, security and SD-WAN solutions to deliver unsurpassed end-to-end user and IT experiences.