



ARCHDIOCESE OF BRISBANE

ARCHDIOCESE OF BRISBANE CARES FOR COMMUNITY'S MOST VULNERABLE, SUPPORTED BY JUNIPER AI-DRIVEN NETWORKING

Summary

Company:

Archdiocese of Brisbane/
Centacare

Industry:

Nonprofit

Business Challenges:

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

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

In the modern era, doing good work requires great Wi-Fi. The Archdiocese of Brisbane, Australia 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 5000 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 a completely different experience 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 its 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.”

“We used the Mist API to automatically configure the network in 300 buildings in about an hour. The longest wait was for the courier to pick up the access points and deliver them to the sites.”

- Iain Teo, ICT operations manager, Archdiocese of Brisbane and Centacare

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.

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- Iain Teo, ICT operations manager, Archdiocese of Brisbane and Centacare

"The performance of the Mist Wi-Fi is great," Teo says. "One of my administrators 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 network 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 have allowed Teo and his team to radically accelerate deployment to hundreds of locations. Mist access points 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 favorite small-but-mighty Mist features is the one-time password. TVs and other IoT devices are connected using passwords that were changed monthly. But with the previous wireless LAN solution, 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 of an hour of work."

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

"With Mist, we saved about 60 percent of the service desk's time in identifying and resolving wireless issues," Teo says.

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 strategic projects, instead of figuring out what went wrong with the network."

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.

"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."

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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 4500 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 8000 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 products and solutions, please visit www.juniper.net. To speak with a Juniper representative in Australia or New Zealand, please call +61 2 8913 9800.

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.

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