APOLLO HOSPITAL
CASE **STUDY**

OVERVIEW

Apollo Hospitals wanted to set up WiFi services for their hospitals in the Delhi-NCR region. They wanted a complete, end-to-end single vendor solution for the entire management, set up and deployment of the WiFi service. They expected the login to be simple with two factor authentication, separation of VLANs for management, staff and patient WiFi access.

REQUIREMENT

• Fast WiFi
• Single vendor solution
• End-to-end deployment
• VLAN separation
• Policy Enforcement
• Bandwidth Aggregation
• Two factor authentication
• Simple login methods

HOW WE HELPED

▪ Deployed UniBox and UniMax solution for entire campus
▪ Created a fully customised Captive Portal designed as per Apollo's requirements
Setup bandwidth rules, access
▪ policies and web filtering according to role
Separation of staff, management,
▪ in-patient & out-patient WiFi
Single Vendor Solution
▪ Total BYOD support
▪

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Founded by Prathap C. Reddy, known as the architect of modern Indian healthcare, in 1983, Apollo Hospitals is India's first chain of corporate healthcare providers. Today, there are over 70 Apollo Hospitals in India with over 10,000 beds, making them the largest
regional healthcare providers across India. Apollo Hospitals lead many multi-speciality units providing best in class treatment to patients. As of 2020, their revenue is inching close to $1 billion, making it a key player in India's private healthcare industry.

Apollo Hospital's requirement was, a single vendor, end-to-end WiFi deployment to support all their internet requirements for staff, patient and management.

They wanted a cost-effective solution which would be easy to deploy and would handle onboarding, network management and ease operation of the network for the IT administrators part.

Hospitals move a lot of critical data around their network, Apollo wanted a solution which could separate SSIDs depending on roles to ensure that no two networks interfere with each other and that critical patient data is kept secure and safe at all times.

Problem

We are very proud to have deployed a solution in a place where it helps people engage with connectivity for the greater good. The WiFi hardware set up took just 8 days, while the configuration took just a day. The entire solution was deployed swiftly, with the WiFi system fully functional in 10 days. Here are a few ways in which our solution impacted Apollo:

- Ease to deploy, single vendor solution
- Patients and guests gave great reviews for the free Internet services
- Managed network reduced network downtime and improved average browsing speed
- Patients could connect with their loved ones with ease
- Relaxing connected environments helped patients cope with stress
- Helped system administrators monitor the entire network
- Live heat maps for coverage monitoring

Challenges

Here are some key challenges we had to face while implementing this project:

- Good coverage across all levels of the hospital
- Separation of multiple SSIDs across departments
- Coverage
- VLAN specific access control

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Solution

The solutioning approach for this project was to deploy Enterprise Series UniBox, our WiFi hotspot controller with highly reliable & high performance UniMax Access Points, providing an all-in-one single vendor solution.

UniBox successfully integrated all UniMax Access Points into the network, and providing single console management of the network and devices within.

With UniBox's inbuilt Captive Portal service, the landing page was fully customised and branded as per Apollo's requirement.

We helped IT admins enforce bandwidth rules for all users throughout the network which allowed seamless connectivity for everyone.

SSIDs were separated for staff, in-patient and out-patient WiFi to secure data and provide a smoother WiFi experience.

UniBox's live heat maps allowed us to place Access Points strategically to fix spotty coverage and close coverage holes.

UniBox's policy enforcement mechanisms were used to set website access policies, URL filtering and web logging to prevent unlawful use of the hospital WiFi.

We implemented a simple guest login mechanism with two factor authentication for ease of connectivity.

> "One of our relatives was admitted to Apollo. We were connected to the patient throughout their time inside. The Guest access WiFi was fast and easy to log into.
>
> *Relative of patient*
>
> ★ ★ ★ ★ ★