

CASE STUDY

Multi Super-speciality Hospital

Managing patient Wi-Fi access for a multi super-speciality hospital serving international patients



The Multi Super-speciality Hospital is keen to maintain their reputation as a healthcare provider that is ahead of the curve in creating exceptional patient experiences. K7 AAA enables them to augment their reputation by modernising the provision of Wi-Fi connectivity.

Client Snapshot

- » 500 Wi-Fi users
- » 375,000+ patients
- » 450+ beds
- » 30+ clinical departments

The client is a multi super-speciality hospital serving international patients and wishes to modernise Wi-Fi onboarding. K7 AAA enables fully automated provision of Wi-Fi connectivity, improving patient perception of the hospital as a state-of-the-art healthcare provider.

Delivering Seamless, Automated Wi-Fi Connectivity

The Client's Requirements	Why The Client Chose K7
» 500 concurrent Wi-Fi users	» Support for thousands of concurrent users
» Avoid voucher-based access	» Seamless, automated Wi-Fi access
» Integration with HIS	» Inputs for API customisation
» Minimal IT team intervention	» No manual IT team intervention
» Logs for compliance	» Comprehensive logs, with storage
» Scalability and High Availability	» Virtualised solution
» Uninterrupted connectivity	» Multi-ISP support

The K7 Solution

The K7 AAA hotspot solution provides sophisticated user lifecycle management for wired and wireless networks, simplifying the technical, administrative, and compliance processes associated with providing connectivity at scale.

Large Concurrent User Support

The client's management wanted the solution to be able to immediately support 500 concurrent Wi-Fi users and have the capability to support future growth with 2,000 users concurrently connecting to the Wi-Fi network. They were pleased that K7 AAA can support their current and future needs with scalability extending to thousands of users.

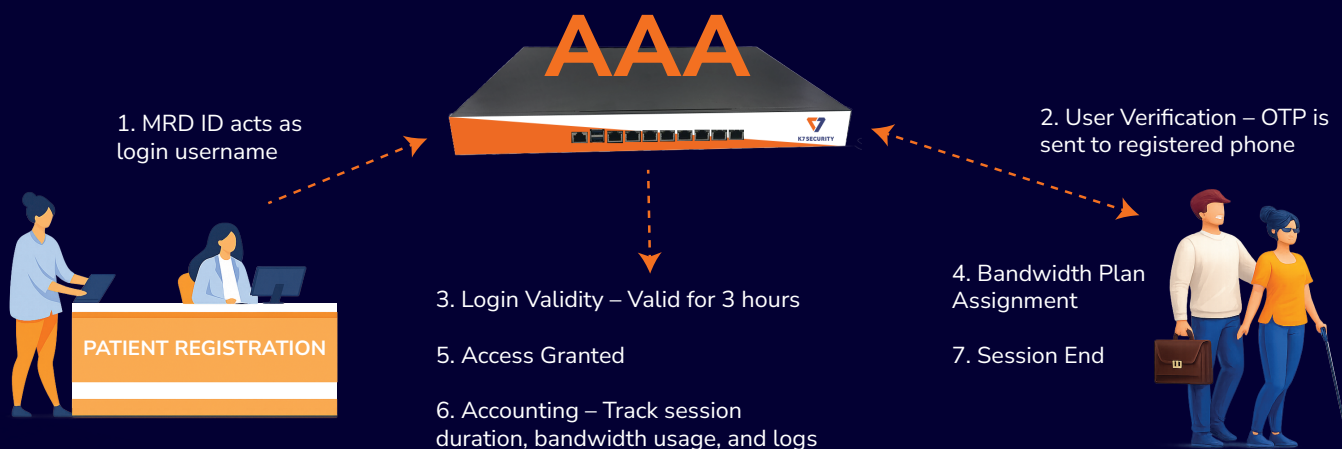
Automated Wi-Fi Access

The client's management wished to move away from the old-fashioned and cumbersome process of providing vouchers to patients/their representatives for Wi-Fi access. They also did not wish to create a public Wi-Fi network that would allow anyone to connect to and use the hospital's Wi-Fi, and needed to restrict connectivity to patients. They envisioned a system where the Hospital Information System (HIS) would interact with the hotspot solution to automate Wi-Fi access. They were delighted that K7's team created a solution to match their requirements with automated Wi-Fi onboarding processes for



Outpatients

Outpatients are patients who do not stay in the hospital and, therefore, are not assigned rooms. Once the outpatient is registered in the HIS, K7 AAA automatically generates a username and password which are sent to the patient's mobile number via SMS. The credentials are valid for 3 hours from login.



Outpatient Process

Inpatients

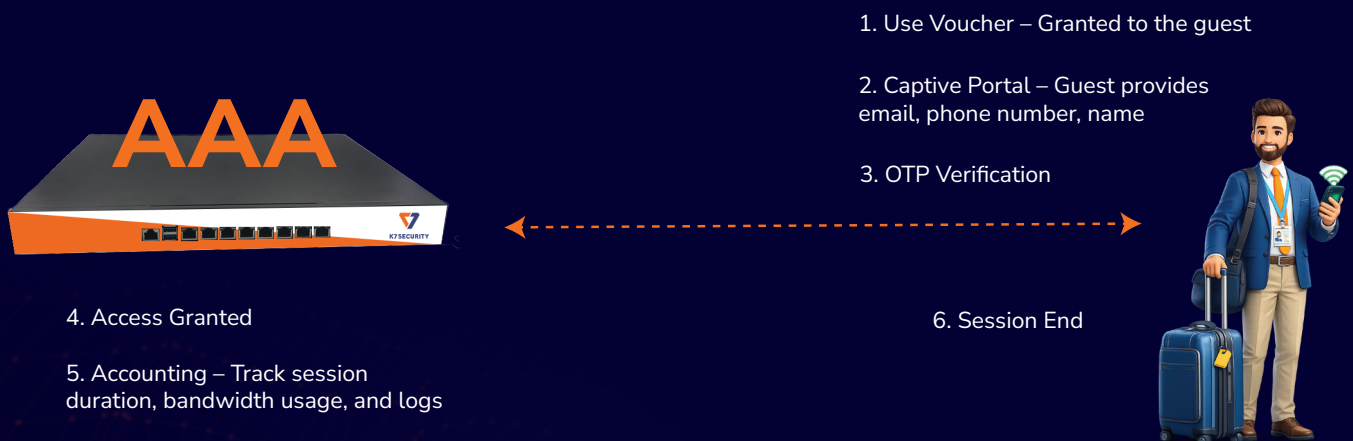
Inpatients stay in the hospital and, upon registration, the HIS includes information such as patient classification, type of room, etc. K7 AAA fetches this information from the HIS and automatically generates a username and password for Wi-Fi access packages that vary with the type of room. The credentials are sent to the patient's mobile number via SMS.



Inpatient Process

Guests

Guests are those who are present in the hospital but are not staff or patients/their representatives. Guests may include visitors to members of the C-suite or doctors who attend conferences hosted by the hospital, who require Wi-Fi access. As such guests are not present in the HIS, K7 AAA generates vouchers that are linked to each guest's phone number, without credentials, and the guest will receive an OTP for secure login to the Wi-Fi network.



Guest Process

Integration with HIS

The automation of Wi-Fi onboarding, as required by the client's management, depends on patient/room data flowing from the HIS to K7 AAA. K7's team worked with the HIS development team who created an API with inputs provided by K7 to enable seamless flow of data from the HIS to K7 AAA.

IT Effort Minimisation

Manual provision of Wi-Fi access required significant IT effort due to the very large number of patients treated by the hospital. The complete automation of user lifecycle management for Wi-Fi access through K7 AAA minimised manual intervention by IT, allowing the team to focus their efforts on optimising other areas of the hospital's digital infrastructure.

Compliance Enablement

The client's IT team required the hotspot solution to provide logs of user activity, which their existing solution lacked, to comply with regulations. They were pleased that K7 AAA generates extensive logs of user activity which are stored within the solution for 60 days and can be automatically forwarded to a log server for retention, facilitating and simplifying compliance.

Virtualised Solution

The client's IT team prioritised scalability and high availability to ensure they would be able to meet current and future patient expectations. K7's team met these objectives by deploying K7 AAA as a virtualised solution hosted in a virtual machine, avoiding the need for a dedicated hardware solution with associated device-specific hardware redundancy measures.

Uninterrupted Connectivity

The client's management were keen to ensure uninterrupted Wi-Fi connectivity to deliver exceptional patient experience. They were pleased that K7 AAA supports multiple ISP links with bandwidth aggregation, enabling a seamless and glitch-free Wi-Fi experience for patients.

K7 AAA enables reliable connectivity and sophisticated, automated user lifecycle management for enterprises that need to support thousands of concurrent Wi-Fi network users. **Contact Us** to learn more about our networking and cyber security solutions and how we can help you create robust enterprise networks.



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