

MEDICAL CASE STUDY



Client Background

- Six Locations
- Cloud UC
- Microsoft 365
- Managed Network including Wifi, SD-WAN, circuits, and wireless
- Health and wellness clinic with 100% cloud back office who require a reorganization of network



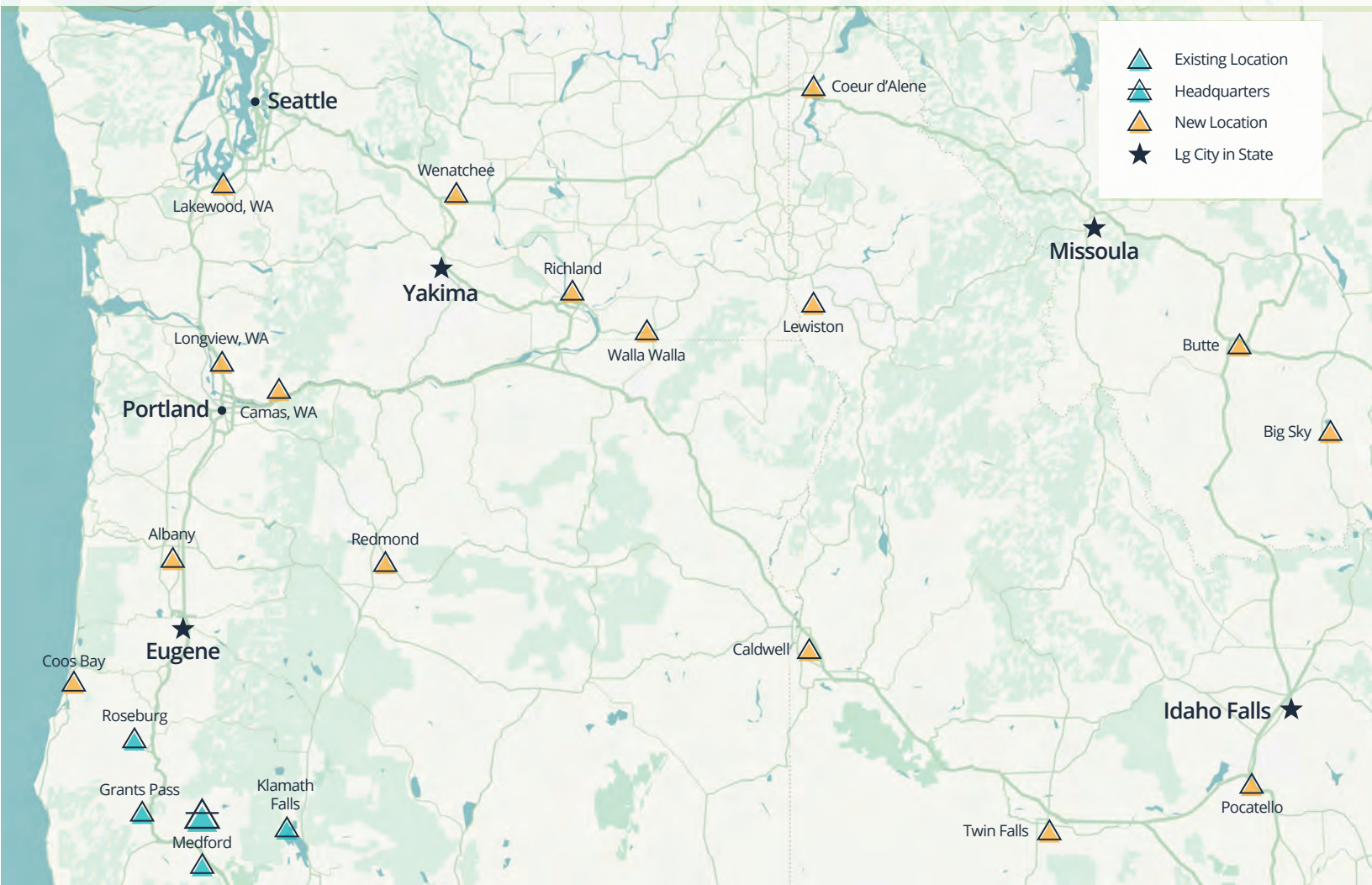
Pain Points

- ❌ One Person IT org managing 100 employees
- ❌ Three phone systems over 6 locations
- ❌ Insufficient bandwidth
- ❌ Multiple vendors for multiple services

SOLUTION ✓

Westelcom and Teo created a network that would allow them to run their back office operations in the cloud efficiently while meeting their needs of staying online 24/7 as a healthcare facility.

OnePeak Medical Network Growth Strategy



Service Delivery

How do we scale so many sites? The answer is **Juniper's Sky Enterprise SD-WAN**. Sky has only two requirements:

- ✓ Internet connection
- ✓ Juniper SRX Series Firewall

Remote site will be setup in Sky's hosted solution then it's as simple as connect physically to the internet and boot the device. All provisioning will be pulled from Sky Enterprise and the SRX will configure itself!



Service Topology

Office 365

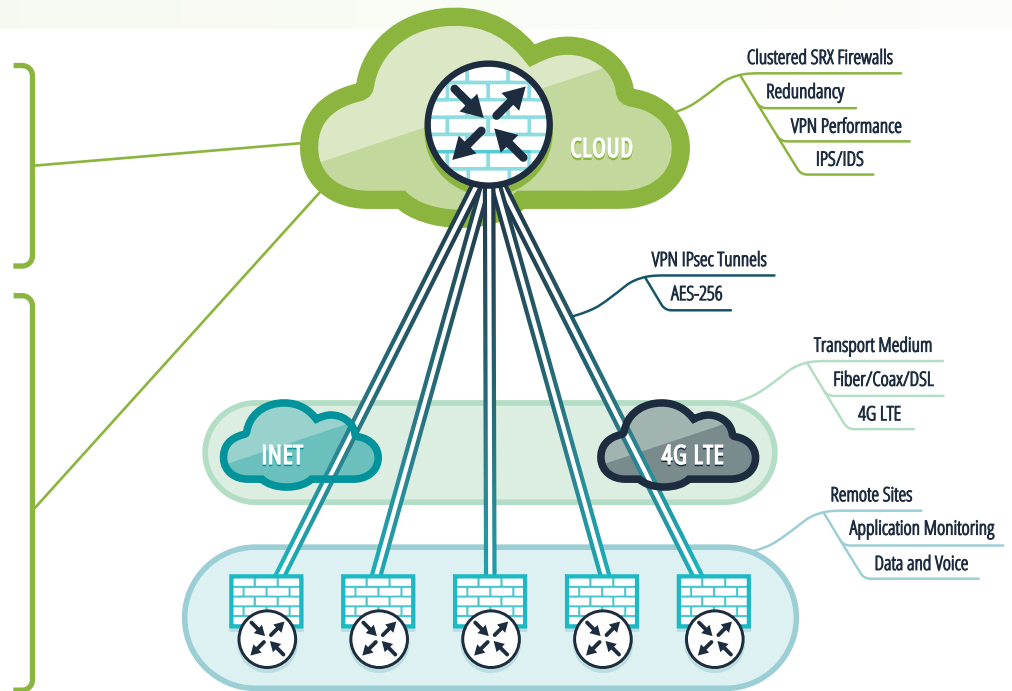
Microsoft's complete cloud service package with Outlook, Teams, Word, PowerPoint and more!

Teo UNIFIED COMMUNICATIONS

- Hosted voice
- Conferencing
- Video Teleconference



Teo Softphone



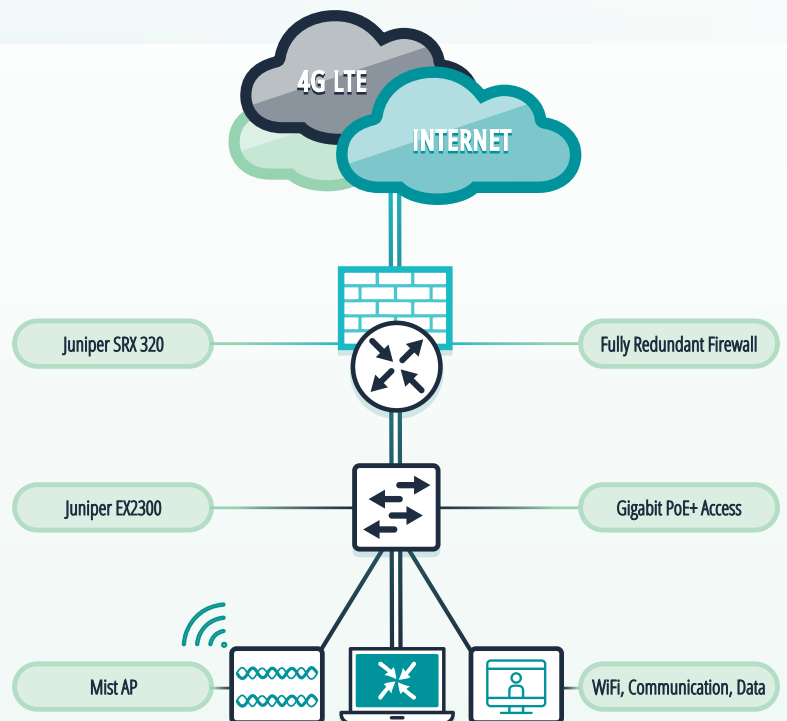
Remote Site Topology

DATA SOLUTIONS

- Redundancy with multiple WAN connections ensure operations stay up when primary data is down
- Probe monitor for rapid WAN failure
- VPN tunneling on each WAN for data security
- Zone based firewall for isolation of critical services
- Mist WiFi for reliable connectivity

DATA SOLUTIONS

- Teo UC hosted voice for reliable, quality calls
- No onsite equipment required for a flexible deployment
- Softphones for calls directly from PC or smartphone



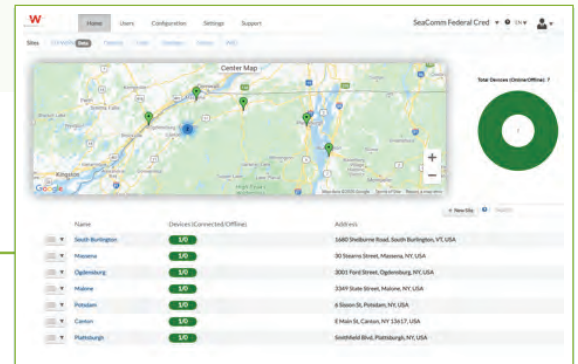
Sky Enterprise SD-WAN

- Site status monitoring and alerting for proactive recovery and outage detection
- Zero-touch provisioning for quick deployment
- Mass provisioning for quick global site changes

WAN usage graphs as well as application monitoring are available to have an understanding of traffic patterns and overall usage

Deployed with branch series Juniper SRX 320 firewalls

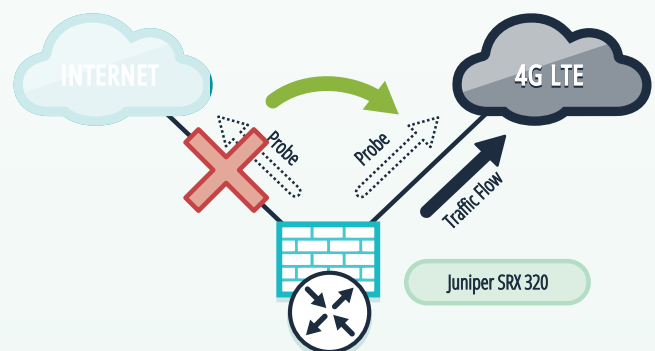
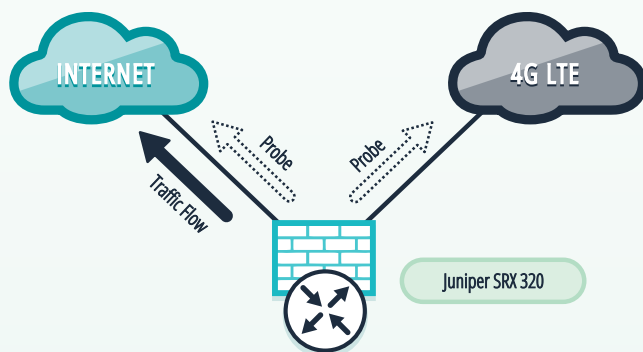
- Multi-WAN support for INET and 4G LTE
- Probe monitoring for rapid WAN failover



SD-WAN Failover

PROBE MONITORING

- Probes are sent at a consistent rate to multiple endpoints to determine connectivity over the connection
- This adds an enhance layer for monitoring rather than relying on modem and ONT physical connection detection as well as carrier performance degradation
- In the event of an outage at of the primary internet connection, the probe will detect the issue and forward traffic over the secondary 4G LTE connection to ensure reliability of services and a seamless failover



Services We Depend On

INTERNET CONNECTIVITY

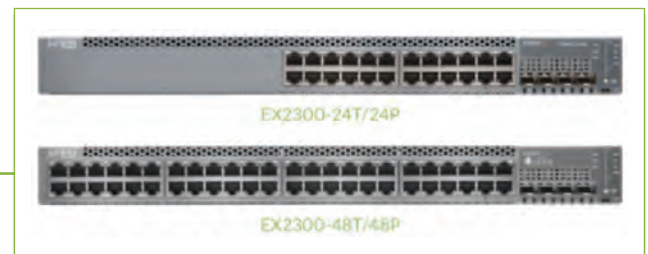
- PCs, Laptops, Phones, Tablets, etc., require internet for day to day operations and what's more important is reliability to reach the internet
- Juniper's SRX series firewall with multi-WAN and EX series switches ensure physical LAN connectivity
- Juniper Mist Wireless paired with the SRX and EX provide an SD-WAN solution for wireless devices

Juniper SRX Branch Firewall

- Multi-WAN support for Internet and 4G LTE
- VPN tunnels with AES-256 encryption
- Application monitoring
- Zone-based firewall for isolation and security
- 1 RU form factor
- RJ45 and SFP interfaces

Juniper EX Series Switch

- PoE/PoE+ up to 30W
- 12/24/48 Gigabit port options
- LLDP and LLDP-MED support

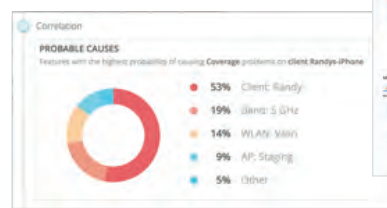


Wireless Connectivity

- Up to 802.11ax (Wi-Fi 6); 4x4 Antenna
- BLE for contact tracking and location services
- Marvis A.I. for anomaly detection and resolution
- Mist Analytics for visibility, orchestration and security
- Cloud integration for manageability and awareness
- Frequent cloud updates for security and peace of mind
- Guest Access Control
 - Supports in-depth control for guest networks for isolation, visibility and security



A.I. detection and resolution



5Ghz/2.4Ghz spectrum analyzer for optimal performance

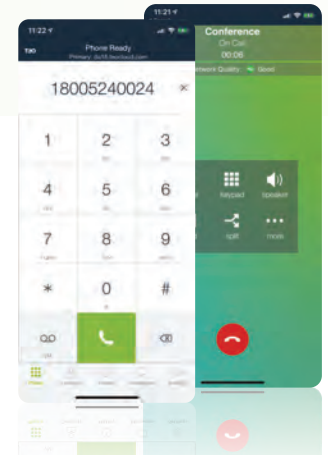


Marvis A.I. dashboard

Services We Depend On

VOICE AND COMMUNICATIONS

- Voice still plays a large role in business operations for employees and their clients
- Teo's UC softphone provides connectivity over the internet. Calls can be placed from a PC or smartphone from anywhere internet connectivity is available
- Teo's UC provides teleconferencing for video calls, either one-on-one or meetings



TEO[®] UNIFIED COMMUNICATIONS

- Voice
- Presence
- Email Integration
- Voicemail & Voicemail to Email
- Presence-based call routing
- Conferencing
- Instant Messaging
- Schedule-based call routing
- Video
- Mobility
- Integrated Fax
- API Integration



We craft it all, so it works well together...

- System Software - Our UC solution is built from the ground up for UC, with single code base for premise and cloud deployments. This means only Teo can deliver cloud+ deployments for total peace of mind
- Hardware - We design and manufacture our solutions from end to end, including system hardware and desk phones.
- Desk Phones - Teo has been making desk phones since 1972, and that contributes to making phones that are easy to use, reliable, and will last for years to come.

VoIP Phones

- Can be installed in a home office location, provided access to a router with an Ethernet port and high-speed internet connection are available.
- Installation of a home phone will require the phone to be powered with a power supply or PoE switch, and an Ethernet connection from the phone to the router.

PC/Mac Softphones

- Make and receive voice calls using your office phone number on your Windows PC or Mac .
- Enjoy HD video calls with the ability to video conference with up to four other extensions Publish your own presence status and know the presence status of anyone in the organization in real-time.
- Can be operated with USB or Bluetooth headset, or with audio/microphone/video capabilities built into your PC or Mac

Mobile Softphone

- Make and receive calls using your office phone number from any smartphone.
- Our Mobile Softphone empowers the mobile work-force with voice and HD video.
- Publish your own presence status and see status of anyone in the organization in real-time. Peer-to-peer messaging other Teo UC users.