



Banner Health

Improving accessibility and security

The Company

Headquartered in Phoenix, Arizona, Banner Health is the largest private employer in the state. They have 29 hospitals and other related healthcare entities and services in Arizona and six other states. Banner Health is recognized as one of the country's top health systems for clinical quality and consistency. Banner has more than 47,000 employees who rely on access to the system's network to ensure patient care maintains its high standard of quality. And Banner serves more than 300,000 patients per year, a number that is expected to grow significantly over time.

"Our OneNeck team partnered with Banner's Network team, adding a significant depth of knowledge and experience to the table. Going above and beyond stated responsibilities, OneNeck helped assure a good solution was well integrated into our network infrastructure."

James Pflugfelder
IT Senior Director
Banner Health

The Challenge

Implementing a policy management and control platform throughout a multi-state business is tough in the best of circumstances. But when it's in a mission-critical environment at one of the largest healthcare networks in the West, the challenges are magnified exponentially. Not only was Banner Health dealing with a wide variety of physical structures, devices and the technical expertise of end users, they also have to take into account privacy issues and other regulations. That's why the IT leaders at Banner Health selected OneNeck® IT Solutions to implement a policy management and control platform for their wired and wireless network for their hospitals and health centers.

Banner Health needed a system-wide policy management and control platform for wired, wireless and VPN that supports bring your own device (BYOD), guest access and secure access. The policy needed to ensure both easy access and compliance with HIPAA requirements. This need was even more complicated by the proliferation of non-corporate owned devices being used by doctors and other healthcare professionals. Banner Health had to implement a secure policy-based network access solution that would be easy for users to navigate while adhering to Banner Health's security policies.

The OneNeck® IT Solutions Answer

After a series of meetings and conference calls to review the project goals with several potential partners, Banner Health selected OneNeck because the company demonstrated an ability to understand this cutting-edge Cisco technology platform and Banner Health's unique environment.

The implementation of such a wide-scale program could be fraught with difficulties. That's why Banner Health worked with OneNeck's professional services group to design and implement a custom pilot solution program at five Banner Health facilities before rolling the program out to every facility in their system. The scope of the project was for both the wired and wireless infrastructure, which included a wired and wireless identity-based network access initiative. The Cisco Systems Identity Services Engine (ISE) was an integral part of the OneNeck solution and included licensing for 30,000 devices.



Banner Health Summary

Organization	Banner Health
Industry	Healthcare
Business Challenges	Secure BYOD Access A scalable solution Time and budget
User Environment	Approximately 1,000 users Five Locations
Technical Environment	Professional Services Training

Two switches were integrated into each of the five locations with no more than five SSIDs at each. This infrastructure supported nearly 750 wireless endpoints across the pilot locations to ensure uninterrupted access for all users. The solution was also integrated with Banner Health's existing network, desktop and exchange environments to address Banner Health's Mobile Device Management (MDM) and load balancing architecture to provide a seamless solution.

In addition to the design and installation of the system, OneNeck led dedicated knowledge transfer sessions detailing information specific to the operation and maintenance of the ISE solution in Banner Health's unique environment. Ultimately, the program will be rolled out to all 29 locations across seven states and include more than 100,000 licenses.

The Benefits

Banner Health now has comprehensive network security policies for both corporate and non-corporate owned devices. This makes it easier for users to get the information when and where they need it in a manner that's most convenient for them without compromising patient information or any sensitive data.

About OneNeck IT Solutions

OneNeck IT Solutions provides world-class, hybrid IT solutions for thousands of businesses around the globe. From cloud and hosting solutions to managed services, ERP application management, professional services, IT hardware and top-tier data centers in Arizona, Colorado, Iowa, Minnesota, Oregon and Wisconsin, OneNeck has the expertise to help customers navigate the cloud to get the right application on the right cloud at the right time.

OneNeck is a subsidiary of Telephone and Data Systems, Inc. [NYSE: TDS]. A Fortune 500® company, TDS provides wireless; wireline and cable broadband, TV and voice; and hosted and managed services to approximately six million customers nationwide.



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