

Nomadix Internet Access Gateways Bring Wi-Fi Solution to Australia's Largest Not-for-Profit Health Care Group



ABOUT ST JOHN OF GOD HEALTH CARE

St John of God Health Care, founded in 1895, is a leading not-for-profit health care group dedicated to providing compassionate, ethical care and support for patients through hospitals, home nursing, pathology and social outreach services. Employing more than 10,500 staff members across 18 locations throughout Australia, New Zealand and the wider Asia-Pacific region, St John of God Healthcare is Australia's largest not-for-profit private health care group.

CHALLENGE

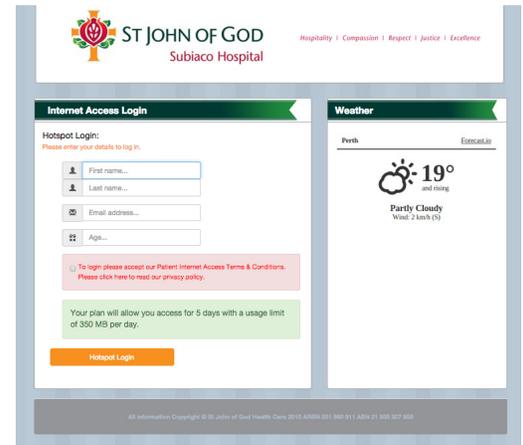
St John of God Healthcare sought to enhance the patient and visitor experience by implementing Wi-Fi service in its hospitals. With locations widely spread across 2,500 miles and numerous guests bringing multiple devices, a successful Wi-Fi solution would need to offer detailed reporting and network analytics at both local and organization-wide levels, as well as centralized management and the ability to monitor usage and allocate bandwidth to ensure a fair share of access for each device.

“The new Wi-Fi solution enabled St John of God Healthcare to efficiently manage bandwidth usage to make sure that guests were receiving a fair share of access. The extensive reporting and analytics allowed St John of God Healthcare to track Internet usage and adjust according to behavior patterns. The solution is also helping to keep patients and visitors safe as they go online.”

– **Matthew Watson**
CHIEF OPERATING OFFICER, MCLAREN TECHNOLOGIES

SOLUTION

To provide a Wi-Fi solution with the necessary levels of control, flexibility and reporting, St John of God Healthcare turned to McLaren Technologies, an Asia-Pacific information technology (IT) solutions specialist. McLaren paired Nomadix Internet Access gateways, located at each hospital site to monitor and manage bandwidth, with a McLaren fluid server centrally located in Perth, Australia — a combination designed to provide St John of God Healthcare with hot-spot functionality, a Web-based management portal, troubleshooting capabilities, and the ability to collect detailed user data and manage access accordingly.



RESULTS

Improved Guest Experience

Until St John of God Healthcare implemented this solution, which addresses the growing demand for bring your own device (BYOD) public Internet access, hospital patients and visitors did not have access to Wi-Fi. Now, with the successful onboarding and stability provided by the Nomadix platform, guests enjoy the ability to seamlessly and securely connect to the network and receive a fair share of bandwidth, resulting in a positive Internet experience that brings them greater convenience and enhances the overall quality of their time at St John of God Healthcare’s facilities.

Ongoing Benefits

Not only did the solution meet St John of God Healthcare’s immediate needs, it also included features that would bolster ongoing success. The centralized management, scalability and flexibility provided by the fluid server gives St John of God Healthcare the ability to easily add locations to the network and make edits or updates as needed. The data collection feature enables St John of God Healthcare to capture user information, such as name, email address and age, at the login page to utilize for future marketing and big data purposes. Meanwhile, the trend reporting and analytics capabilities allow St John of God Healthcare to track Internet usage and adjust bandwidth according to behavior patterns, ensuring a strong return on its investment.



“By providing free Wi-Fi Internet access to hospital patients and visitors across Australia, we are able to further enhance the patient experience and provide convenience for them during their time in the hospital.”

– St John of God Healthcare



About McLaren Technologies

The McLaren Group, headquartered out of Singapore and Sydney, Australia, is one of the Asia Pacific's leading providers of SaaS based technology solutions for hotels, resorts and visitor based environments. McLaren delivers a range of "best of breed" SaaS products, solutions and services from the world's foremost providers of hospitality technology. McLaren International's customers span the world's leading hotel companies, including the InterContinental Hotel Group, Starwood Hotels and Resorts, Hilton Worldwide, Accor Hospitality, Langham Hotels, Four Seasons, Peninsula, Sands Hotels, and Hyatt Hotels and Resorts. McLaren International is the leader in delivering 100-percent customer satisfaction, application usage and system operability. Supporting customers across the Asia Pacific, the Middle East and Africa, McLaren Support features a highly skilled team of engineers and product specialists. For more information about McLaren Technologies contact sales@mclarenint.com or visit www.mclarenint.com.

ABOUT NOMADIX



Nomadix offers gateways for seamless wired and wireless connectivity solutions across public access networks and enterprises. Powered by patented technology, Nomadix enables revenue generation and customization in a number of business models. With Nomadix, public access network providers are able to deploy cost-effective, secure and easy-to-use network services. Nomadix is a wholly owned subsidiary company of DOCOMO interTouch.

For more information, visit www.nomadix.com.