



Solution: Cradlepoint NetCloud Service for Branch ■ **Industry:** Healthcare ■ **Use Case:** Day-1 Connectivity

Everyday Independence Succeeds in Rapid Expansion with Day-1 Connectivity

Instant voice and data connectivity underpins healthcare organisation's ability to deliver therapy to people living with a disability

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We have experienced significant growth over the past 18 months, going from six to 22 therapy hubs, with another 13 hubs planned within the next 12 months. We couldn't have grown so quickly without the agility of Cradlepoint.”

Malcolm Healey,
CEO, Everyday Independence

Success Story Highlights

Challenge — Everyday Independence was experiencing strong growth, with new therapy offices opening on a regular basis. But its timetable for voice and data connectivity at these new hubs could not be met by major telecommunications providers.

Solution — Cradlepoint's carrier-agnostic LTE edge routers, powered by the Cradlepoint NetCloud Service, were so successful in providing voice and data services within Everyday Independence's tight timeframe that this solution has been rolled out to all of the company's 23 sites.

Benefits — Everyday Independence can access the most stable 4G signal available to each of its 23 locations, without being locked into a single provider. New offices can be operational and connected in a matter of days, rather than having to wait weeks for provisioning of hardwired networks.

Background & Challenges

Everyday Independence provides occupational therapy, speech pathology, and physiotherapy to people living with a disability. Its therapists visit people in their homes, at work, at school, and elsewhere in their communities.

In Everyday Independence's nearly two dozen offices, the hardwired Internet and telephony network did not provide the same level of performance across all sites, and users experienced recurring outages and downtime. The majority of Internet connections were based on legacy ADSL services that were underperforming due to their limited bandwidth.



The company's legacy PABX telephony system also was not sufficient for the complex requirements of Everyday Independence's inbound Call Centre team. It was dependent on an ADSL service without redundancy, Quality of Service (QoS), or sufficient security, and it experienced outages that would last for days or even weeks. The network technology they had in place didn't provide the foundational services required for a fast-growing company.

“Another problem was massive growing pains. We started with six therapy hubs and we've grown to 22 in the last 18 months, with another 13 sites planned within the next 12 months. The Cradlepoint solution was vital in facilitating this growth,” said Malcolm Healey, CEO of Everyday Independence.

Everyday Independence's rapid expansion is in part to meet the increasing demand for therapy services for people living with disabilities who are part of the Australian government's National Disability Insurance Scheme (NDIS). But its solution couldn't enable its new offices to get up and running in line with the organisation's unique set of demands and within the tight timeframes required.

Cradlepoint partner Wevo would receive a call saying, “We're opening our Bendigo office next week. We've got seven therapists and a receptionist. We need a quote and we need services up and running as soon as possible. Here's the address.” Wevo's ability to drive out to locations like Bendigo on short notice and install their services and Cradlepoint solutions enabled EI offices to be operational in no time.

“That speed of turnaround was and continues to be vital for us,” Healey said.

Solution

To meet its communications requirements, Everyday Independence deployed a Cradlepoint 4G LTE solution as part of a managed Wireless WAN (WWAN) service from Wevo. This provided rapid day-1 connectivity with zero-touch provisioning by onsite staff for existing branches as well as new sites.

Everyday Independence's previous ADSL solution couldn't enable the appropriate combination of voice and data to live together over one link, and the organisation is using Cradlepoint's SD-WAN technologies at all 22 sites to support multiple WAN links.

“Everyday Independence relies 100% on SaaS and cloud applications, and Internet connectivity is vital,” Healey said. “Cradlepoint's NetCloud Service controls all the traffic flows as a managed service and can steer specific apps through different links based on performance requirements,” Healey said.

“Proactive support and the management capabilities that Cradlepoint solutions provide allow us to focus on our core business and not worry about the network and IT. We are notified immediately when any faults are observed, even if we have lost power at a site.”

Benefits

The ability to respond quickly to Everyday Independence's developing needs facilitated its growth as its multiple new offices opened their doors. Without this responsiveness, the business would have been unable to operate.

“We combine our data network and voice services, as Cradlepoint SD-WAN technology enables voice prioritisation. It prioritises the voice packets over data. This avoids the scenario of one of Everyday Independence's therapists being on the phone to a client and the signal jitters or breaks up because someone's dumped a large data file,” Healey said.

“I don't think Everyday Independence would have achieved our growth goals as we did, without the speed of infrastructure services Wevo provided. Therapists in a certain location may have been ready to go, but without the connectivity to access its Cloud Apps, the business would have had to hold off on expansion.”

Confidence is critical for any business that is looking to expand — not just confidence that the market will support that expansion, but the confidence that all internal services are going to be operational.

Without the key services of Internet, secure network access, and voice telephony, a business can't fully engage with its customer base. Cradlepoint provided Everyday Independence with the confidence that it was fully covered on these fronts.

Cradlepoint enterprise branch routers are now installed across 22 Everyday Independence sites, running voice and data through a variety of access pillars — optical fibre, NBN, and 4G.

“The flexibility of being able to use 4G, NBN, and fibre is great for our budget and for providing the best service for each of our hubs,” Healey said. “We have high availability with multi-carrier support.”



As well as connectivity, Cradlepoint also delivers another critical component of EI's business: information security.

“We are dealing with confidential participant records and case notes and need to be compliant when it comes to network security. Cradlepoint gives us this peace of mind by ensuring we're protected from unauthorised access via Wi-Fi and the Internet,” Healey said.

“Additionally, ensuring business applications are prioritised over non-business-related applications such as streaming and social media ensures a great user experience for all our staff.”



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