

Cerner discovers a healthier way to troubleshoot wireless networks with AirCheck.

At a Glance

Customer:

Cerner Corporation

Industry:

Healthcare Information Technology

Location:

Kansas City, MO

Network type:

Varies based on each client's network

Challenge:

Designing and deploying wireless patient care networks for hospitals and clinics around the world

Results:

Deployment team size has been cut nearly in half. AirCheck saves Cerner \$1500 every time an engineer doesn't have to fly to a job to solve a wireless problem.

Product:

AirCheck™ Wi-Fi Tester



Senior Technology Architect, Ben Bolin, uses AirCheck Wi-Fi Tester to quickly troubleshoot wireless issues.

Cerner is one of the world's leading suppliers of healthcare information technologies for hospitals and clinics. With more than 8,000 clients worldwide, they are on the forefront of electronic medical record systems to meet the needs of both health care providers and patients. Wireless access is now an essential component of almost any system's infrastructure.

As Senior Technology Architect, Ben Bolin leads a team that is involved in both designing systems from scratch, as well as troubleshooting existing systems. Additionally, his team provides engineering support for a medication-administration team whose solution is deployed all the way to the patient bedside. For wireless troubleshooting, their main tool has been a laptop loaded with diagnostic software, which takes considerable training and experience to use.

"AirCheck fits a niche that we didn't even know we had," explains Ben. Instead of sending someone out from engineering whenever the deployment team runs into wireless issues, they now equip technicians with AirCheck testers. "They take samples and email back reports we can look at. It gives us another set of eyeballs in the field and saves us a tremendous amount of time and expense."

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– Ben Bolin
Senior Technology Architect

Ben estimates that – factoring in the cost of airfare, hotel, and car rental—every time they can avoid putting someone on a plane to solve a wireless issue, it saves Cerner at least \$1,500. In the last 2 months alone, they've avoided the need to send a dedicated wireless engineer on-site four times. Equipped with an AirCheck unit, the bedside-administration team can return wireless data captures back to Ben or his other engineers while they are engaged with other clients. "We are then able to analyze that data and provide useful recommendations without incurring the expense of travel or in-



conveniencing our other clients. Even if the on-site deployment team doesn't happen to have an AirCheck with them, we can FedEx a unit to them for \$20. It not only saves money and time, but also extends our personnel. We don't have to have dedicated wireless technicians in the field so it reduces the deployment team from six or seven to three or four."

The deployment technicians like how easy it is to use AirCheck and the fact they no longer have to carry a laptop for wireless troubleshooting. It also gives them the ability to take a snapshot of the situation and empowers them to make some decisions on the spot. "They can now do some triage in the field, solve some problems themselves, and decide when they need to get engineering involved, before they even send back samples."

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Convenience is another advantage. "When deployment teams are sent out on a job, they travel with a kit that includes a spectrum analyzer, antennas, access points, etc, all shipped in Mil-Spec cases." But the AirCheck is small and portable so they can carry it with them on the plane in its own case. "When they arrive on-site it's easy for them to just whip out the AirCheck and start troubleshooting without unpacking and assembling the whole kit."



A handy carrying case makes it easy to transport AirCheck and its accessories from one job to the next.

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