

# Case Study: Wireless Network Solutions Health Services Union (WA)



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## Introduction

In late 2017, Torque IT investigated the wireless access system at Health Services Union (WA), recommended and implemented an improvement that increased usability while also increasing security on the network.

## Project Scope

- ❖ Consolidate Wi-Fi access points
- ❖ Install new Wi-Fi hardware devices for reliability
- ❖ Segment networks for additional security, while allowing for guest network access
- ❖ Implement user certificates for secure Wi-Fi access
- ❖ Additional compatibility for iOS and Mac devices

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## Solutions Provided

Torque IT investigated the Wi-Fi and network infrastructure which was in place at Health Services Union (WA) to identify a solution to slow speeds and poor reliability.

The solution involved consolidating existing Wi-Fi hardware with a single, high quality Wi-Fi device, segmenting the corporate and guest training networks and implementing user access certificates for secure connections.

## Project Benefits

Consolidating the number of Wi-Fi devices reduced maintenance costs while also allowing the Wi-Fi signal to encompass the entire building.

Segmenting the secondary guest network from the corporate network, with an auto-updating password, means guests can login and use the internet while on site, but have no access to the corporate devices.

The implementation of user access certificates means only authorised users can access the corporate network. The certificates auto-renew and can be revoked meaning past staff and unauthorised users will no longer have access to the corporate Wi-Fi network regardless of what credentials or devices retained.

## Project Outcomes

Torque IT provided an innovative solution for Health Services Union (WA) which increased speed, reliability and security to their Wi-Fi networks and provided training and support for users of the new networks.

Torque IT also wrote custom scripts to enable users to quickly and effectively deploy certificates to multiple devices including Apple's iOS devices.

## Client Feedback

*"Torque IT listened to our concerns in regard to ensuring the security of our system and provided an innovative solution that allows us to control and secure access to our wireless internet connections. The initial setup was different to previous setups, but Torque IT was there to assist and the solution has proven to be simple and effective"*

– Christopher Panizza, Health Services Union (WA)