

A must-have right from the start: Comprehensive, fast Wi-Fi® to secure the future of the care sector and hotel industry

Even before the construction of the Geras Pflegehotel in the Swiss canton of Bern began, it was clear that there should be secure, powerful WLAN coverage in every corner of the more than 5,000-square-meter area. This included the offices' IP telecommunications, the nursing areas' telecare system, the nursing hotel's smart mirroring and TV streaming services, the restaurant's internet-based point-of-sale system, and even the complex's networked locking system.



Customer

Geras Pflegehotel AG

Location

Switzerland

State-of-the-art technology offers residents, staff and guests of Geras Pflegehotel AG an impressive internet access

Even before the start of the construction of the Geras Pflegehotel in the Swiss canton of Bern it was clear that there should be a secure, powerful Wi-Fi® coverage in every corner of the more than 5,000-square-meter area. The Geras Pflegehotel included the offices' IP telecommunications, the rooms' telecare system, the care hotel's smart mirroring and TV streaming services, the restaurant's an internet-based point-of-sale system, and even the complex's networked locking system.

Geras Pflegehotel is an innovative care facility in Sutz-Lattrigen, offering stays for temporary and permanent patients. Its current staff numbers almost 50 employees, including 44 nursing home roles in three residential groups, 12 hotel rooms and 18 nursing apartments. In addition, there is a public café, bar and a restaurant with terraces. The security and availability of the various networks were top priorities when selecting the facility's IT infrastructure. Besides this, the chosen solution also had to be uncomplicated and low-maintenance.

When it came to selecting a solutions partner, hotelplus GmbH was the right choice. Their IT experts scored particularly

well with their many years of experience in Wi-Fi implementation in the hospitality industry. Even though the Geras building was a new construction project, it challenged the hotelplus team to adapt to the existing structural conditions when implementing the IT infrastructure.

Patrick Schwaller, Owner and Managing Director at hotelplus GmbH with shared responsibility for the implementation at Geras Pflegehotel, says, "The construction design—even of a new building—determines which products can be used so that the internet works across the site and everyone can work satisfactorily with the Wi-Fi network. The RUCKUS® products



exceed our requirements here. The product portfolio included the required access points and switch classes we were looking for and the price-to-performance ratio is tops.”

Schwaller continues, “Product features like SmartMesh™ and ChannelFly® convinced us right away. Though these are not visible to the customer, they make a big usability difference.”

In addition, the RUCKUS products met the specified security requirements, including in the area of data protection, and ensured the necessary compatibility as well as stability of the various systems.

For Geras Pflegehotel AG, it was important to create separate networks, including some for the office and nursing staff, and for the residents and guests. Specific applications such as the telecare system also have their own network areas. There is separate software for digital nursing documentation, which runs on the in-house server and via desktop workstations. There are also tablets in the units for care documentation.

To ensure that the telecare IP system and IP telephone services can operate autonomously and without failures, the

IT infrastructure is also connected to the emergency power supply.

- A total of 39 R320 RUCKUS Unleashed™ access points were installed in offices, the restaurant, the corridors and on the terrace.
- In the rooms with TV and external devices, 22 H510 access points were installed.
- In addition, 15 ICX 7150-24P switches were implemented to cover the entire area of the building complex.

The project took about a year, of which the implementation took about two to three months. The IT infrastructure has been designed to be future-ready. As bandwidth-intensive applications and IoT deployments proliferate, more and more devices will connect to the network, which can accommodate thousands of simultaneous client connections.

Pascal Schlup, deputy head of facility management at Geras Pflegehotel AG, says, “We were impressed by the good Wi-Fi coverage...I previously worked in a large institution where coverage often caused major problems. That’s not the case here.”

“We were looking for an affordable solution that would meet our high demands with low operating costs... We are in discussion with various vendors to use a computer-aided facility management solution for our asset and device management in the future, where we will depend on stable Wi-Fi coverage for the mobile clients. We’re confident that our Wi-Fi- and network infrastructure from RUCKUS already meets these requirements today.”

Pascal Schlup
Deputy head of facility management
at Geras Pflegehotel AG



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Owner and Managing Director at
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Since opening in 2019, there have been no outages with the implemented IT infrastructure. While demand for Wi-Fi in the care hotel area, nursing staff requires Wi-Fi. With IP telephony, the telecare system and digital care documentation, Geras Pflegehotel AG has laid the foundation for digitization in the care sector. IoT applications, such as automatic alarms if a resident falls, could thus be implemented easily and quickly.

Schlup adds, “We were looking for an affordable solution that would meet our high demands with low operating costs... We are in discussion with various vendors to use a computer-aided facility management solution for our asset and device management in the future, where we will depend on stable Wi-Fi coverage for the mobile clients. We’re confident that our Wi-Fi- and network infrastructure from RUCKUS already meets these requirements today.”

Would you also like to have state-of-the-art technology in your facility and change the future of care? Then feel free to contact us.

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