

Unimed Litoral improves clinical communications with AI-driven network



Unimed Litoral, a medical work cooperative that operates in the metropolitan region of Itajaí, Santa Catarina, in southern Brazil, migrated to an AI-driven business network from Juniper.

With more than 2,000 employees, 700 doctors, a hospital, a maternity ward, and another hospital under construction, Unimed Litoral is one of the most qualified private health structures in Brazil.

OVERVIEW

Company	Unimed Litoral Hospital
Industry	Healthcare
Products Used	AP33, EX2300, Wireless (Wi-Fi) Assurance, Wired Assurance
Region	Americas

CUSTOMER SUCCESS AT-A-GLANCE

90%

Reduction in network-related trouble tickets

Improved

Wi-Fi call quality and reliability

13

Locations, including hospitals and a maternity ward, have fast, reliable Wi-Fi 6

700

Physicians

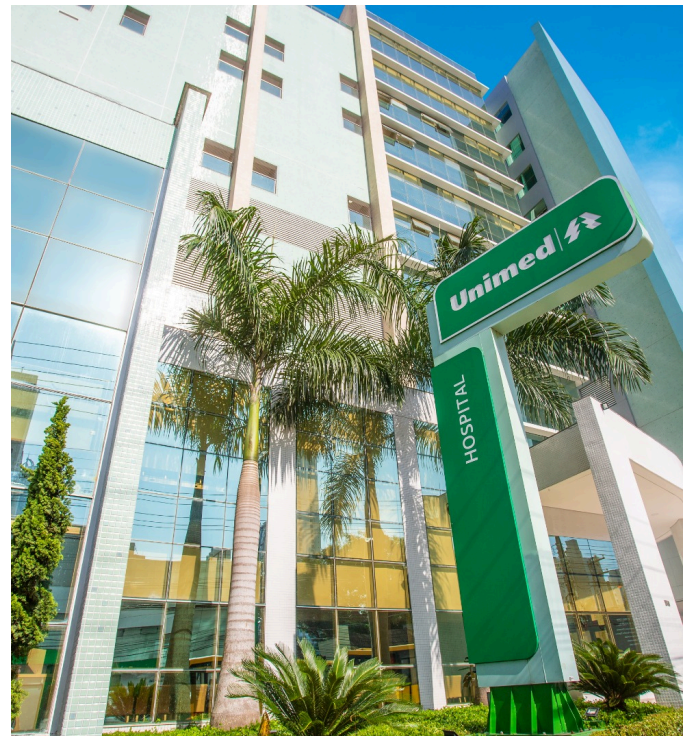
CHALLENGE

Advance sustainability and the patient experience

Unimed Litoral offers urgent and emergency care for adults and children, diagnostic imaging, oncology, cardiology, orthopedics and robotic surgery, among other services.

Aiming at sustainable practices, Unimed Litoral eliminated the use of paper in most of its activities, adopting digital processes that became more efficient structures for data processing, including Wi-Fi connections.

In this new landscape, Unimed Litoral wanted a networking solution that offered optimal reliability, performance and capacity for business and life-critical applications, and was simple for the IT team to manage.




SOLUTION

AI-driven network supports growing digital needs

Unimed Litoral worked with Telefónica, its systems integrator, to select and deploy an AI-driven wired and wireless network from Juniper that delivers fast, reliable connectivity to patient care and hospital operations at 13 locations in the region.

Juniper AP33 Access Points work in conjunction with the Juniper Mist cloud architecture driven by Mist AI™ to deliver reliable Wi-Fi 6. AI-powered Juniper EX2300 Switches provide high-performance, secure connectivity for wireless access points, security cameras, and other wired devices.

Juniper Mist Wi-Fi Assurance and Mist Wired Assurance automate network operations to make connectivity more predictable, reliable, and measurable.


OUTCOME

Keep the focus on patient care

Since deploying Juniper, Unimed Litoral has seen an 90% reduction in network-related trouble tickets.

Phone calls, hospital paging, and nurse call systems can be heard loud and clear, so patients can get the help when they need it. Clinicians and administrative staff have fast access to patients' health records, pharmacy systems, and other applications in the cloud or data center. Patients and their families have secure guest Wi-Fi for their devices so they can stay in touch during a hospital stay or medical appointment.

AI-driven insights and automation streamline operations of the hospital network. The Unimed Litoral IT team has clear visibility into users' network experiences in real time, and when problems arise, it can rapidly troubleshoot and resolve issues. Now that IT staff spend less time reacting to Wi-Fi connectivity problems, they can spend more time supporting the hospital's accelerated digital transformation.



“Our AI-driven Juniper network has enabled Unimed Litoral to improve clinical communications and meet our growing digital needs as we extend the reach of our healthcare services.”

Vinícius Florêncio da Silva
Senior Infrastructure and Network Analyst, Unimed Litoral

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