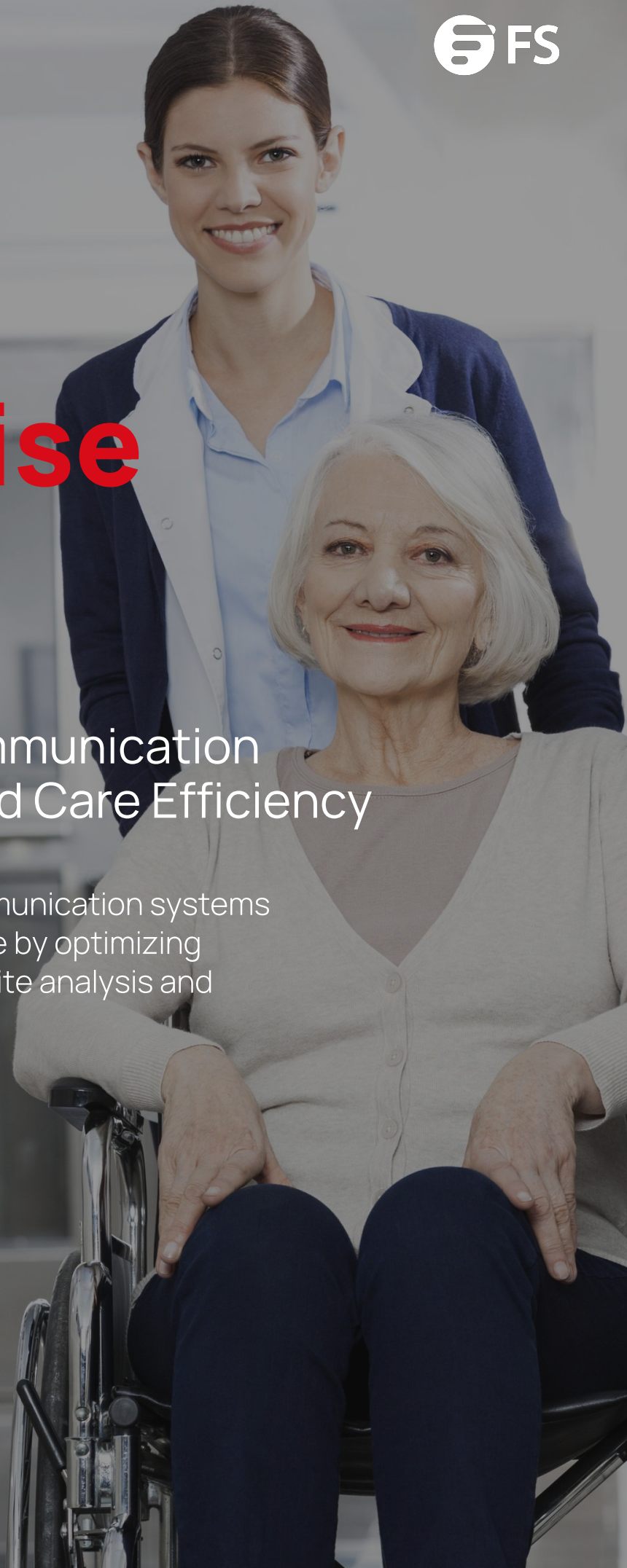


Case Study

# Enterprise LAN

## FS Smart Voice Communication Systems Boost Aged Care Efficiency

Discover how smart voice communication systems enhance efficiency in aged care by optimizing network architecture with on-site analysis and tailored solutions.



## FS Smart Voice Communication Systems Boost Aged Care Efficiency

### Country

 Australia

### Industry

 Healthcare

### Network Type

 Horizontal Local Area Network (LAN)

### Solutions

 Enterprise LAN

### Highlights

- Beyond rapid port and VLAN setup for network stability, our on-site technicians proactively address potential flaws to ensure comprehensive support.
- Efficiently distribute products to multiple sites after direct pick-up from our Australian warehouse, reducing retrieval time and costs, and ensuring reliable network equipment supply.
- The SG-5105 gateway combines security, routing, wireless controller, SPI firewall for an IPTV network that broadcasts Free2Air channels for the whole building.

### Key Stats

- Achieving L2 from the SG-5105 will make network management simpler.
- Ensured network accessibility and security through VPN and IPS configuration.
- Simplification of DHCP server management and migration for improved reliability.
- Troubleshoot and configured in 1 day to minimize business interruptions.

“The implementation of the FS Security Gateway SG-5105 has been implemented successfully thanks to Rig’s professional work. Everything is working as normal, and thank you very much for the support provided.

The detailed explanation of the work done, the suggestions for monitoring and the tools we can use to scan the network and find MAC addresses of the devices connected to the switches are greatly appreciated.”

Juan Nino  
SchindlerTelecom Engineer,  
MSc. Network Systems

### Overview

As Australia's population ages, the demand for aged care services continues to rise. A Queensland-based company, the loyal customer of FS, provides smart care systems that are a key step in revolutionizing the way seniors and healthcare services are delivered.

The company adopted FS network products, including S5850-24S2Q switches, S3410-24TS-P switches and SG-5105 security gateways. They are widely used in the construction of network infrastructure to support the operation of care systems and are combined with IP phones, cameras, and other equipment to provide more efficient and personalized care services to end customers.



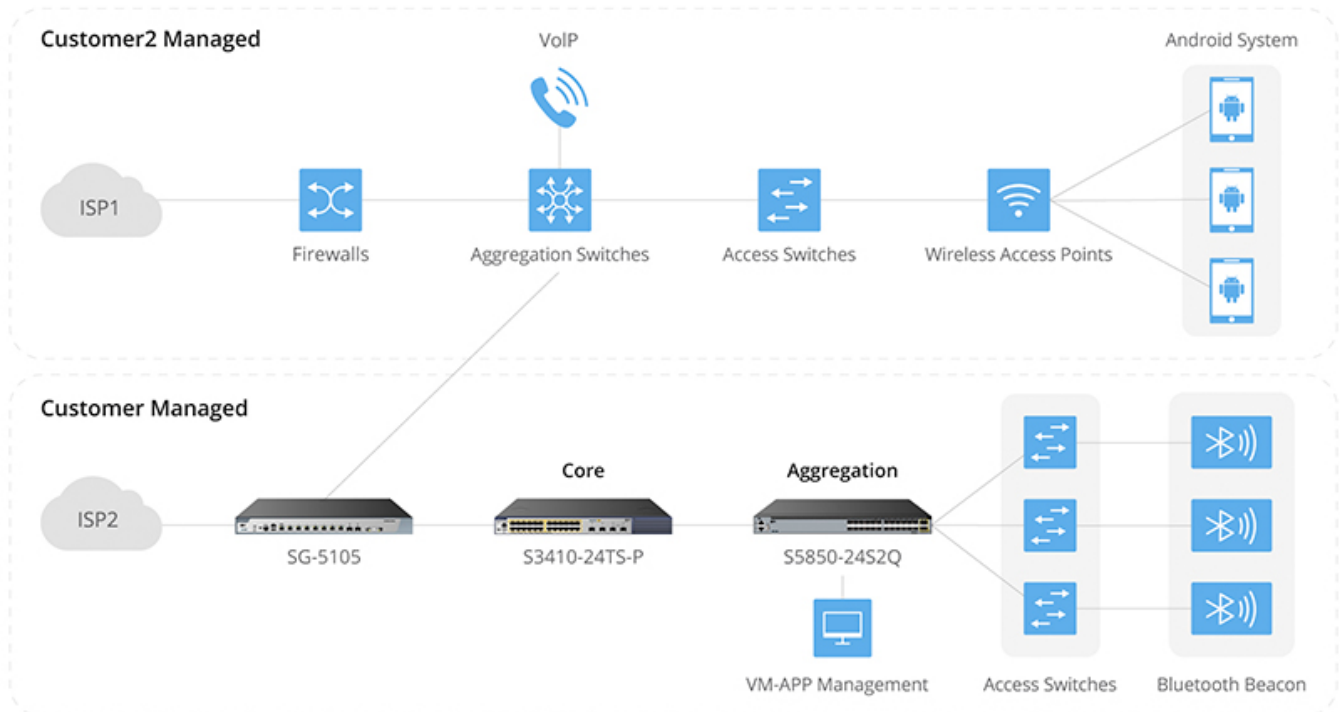
### Challenges

Despite the many potentials and benefits offered by intelligent care systems, complex network configuration issues remain technical challenges that must be addressed in implementation.

The customer deployed an aggregation network for IPTV streaming with a multicast/udp/igmp headend and requested prior support and advice regarding the minimum network configuration requirements to support IGMP on a layer 2 network. The network topology consisted of an IPTV streaming server connected to a S3410-24TS-P switch via 1GbE port, Philips IPTVs connected to edge switches 16x S3410-24TS-P, which all connect to the S5850-24S2Q aggregation switch, secured by SG-5105 security gateway. To ensure uninterrupted operation, technicians must promptly complete troubleshooting and assist with configuration.

### Solutions

In response to the client's LACP configuration request, on-site tech support expert Rig identified constraints regarding port availability and clarified the budget requirements for acquiring an aggregation switch and setting up MLAG. To enhance network management, he altered the core switch ports to support multiple VLANs over L2 trunks, easing the process for SG-5105's layer 2 integration, which was well-received by the client. When the client faced issues accessing the switch via VPN in the management VLAN, Rig proposed reallocating the management VLAN to port 8F, guaranteeing uninterrupted management network access. Moreover, Rig suggested transitioning DHCP services from the core switch to the gateway to optimize DHCP management, thereby increasing network versatility.



## Results

This solution adopted L2-level VLAN configuration, reasonably planning the number and scale of VLANs, greatly simplifying network management, enhancing network security and efficiency, and significantly saving network deployment costs. Rig efficiently solved the technical problems faced by customers within 24 hours and promised to be available for any technical needs in the future.

Our local team provided real-time technical support, network problem troubleshooting, and professional product and solution suggestions to ensure the stable operation of network infrastructure.

Committed to on-time delivery, FS has a quality-driven global supply chain and extensive Australian stock for same-day shipping and quick deployment. We analyze customer network problems in real-life scenarios and provide them with customized solutions. This optimizes network architecture to improve overall business operation efficiency.



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