

Uplogix Customer Case Study: The Brooklyn Hospital Center (TBHC)

Summary

The Brooklyn Hospital Center provides care for millions of New Yorkers. Shane Froebel, Associate Director of Technology Services, talks about how Uplogix helps his small team manage network infrastructure distributed across multiple facilities from a central location. From routine switch updates to troubleshooting issues from the ski slopes, and the challenges of running a network at a hospital in the epicenter of the Covid-19 outbreak, Shane shares how Uplogix Out-of-Band Management makes his team more effective.

About The Brooklyn Hospital Center

As the oldest hospital in Brooklyn, NY, The Brooklyn Hospital Center (THBC) is an independent community hospital proving health services, education, and research since 1845. The THBC network includes a 464-bed hospital as well as family health centers, medical practices and other ambulatory care sites.



UPLOGIX PROJECT MANAGER

Shane Froebel

Associate Director of Technical Services

Deployment

“We’re a Cisco networking shop. 99.9% of all our networking gear is Cisco-related. That’s spread around our main campus which is in the heart of downtown Brooklyn. There are seven remote sites that support outpatient operations and a few other small clinics around Manhattan, Staten Island and Queens outside the Brooklyn borough that we support on a daily basis.

Before we used Uplogix we didn’t use any out-of-band solutions. If there was a problem with the switches, unfortunately we had to send somebody to the site or help direct a non-IT employee to the IDF or their IT closet.

Now we can go back to work at our main campus and work on it from there, or during off-hours. It has been really valuable because we don’t have to spend hours inside a little room where there’s no network connectivity. When we use Uplogix we’re kind of already tied into our network.”

Applications

DEVICE UPGRADES

“We’ve been using Uplogix for switch upgrades. Since we are remote, we do software updates and it’s nice to be able to watch the console or switch it to out-of-band beforehand. We can see what is going on and anticipate any errors or any corrections that we need to make during the process and understand if we have to go there instead of having to wait like 15 minutes and pray that that it comes back online.”

NEW DEFINITION FOR REMOTE MANAGEMENT

“I’m an avid skier and I was skiing in Park City, Utah. There was an actual network issue -- and I don’t carry my laptop on the slope – but I was able to log into the Uplogix Control Center and check out what was going on. I told my team, and say it looks like the switch is having some issues. It looks like it was rebooted. You go check it out.

I got back to my condo that night and realized that some of the config was wiped out, so they actually never worked on it. Then I was able to go back and use Uplogix to restore the config and I didn’t have to log into my actual VM. I was just able to do it right from the Uplogix Control Center.”

Healthcare Management During Covid

“During the last six months with Covid-19, the hospital has put a restriction on my movements. I can’t travel to anywhere where there are patients. If the site is under construction, it’s fine. As soon as it has patients, I’m not allowed to go because they want to keep me safe.

Unfortunately all the IDF closets are in a patient area. That’s the most central location because that covers the whole floor. I can’t go there, but if I do I have to get gowned up: cover myself with everything from head to toe. But with Uplogix located in certain locations and now within the off-site locations, I don’t have to leave my relative safety, or apply the safety restrictions that have been put on me because I’m critical to the network infrastructure.”

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Getting around Brooklyn is a humongous issue. Even though some of the locations are within walking distance, if we take one of my staff members out to go fix a networking issue there, that is time wasted. Why send someone when we can just get on our computer and do it?

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