



CASE STUDY

Non-Profit Organization MANAGED WIFI & NETWORK UPGRADE



Challenges

Rapid expansion created network complexity. As the company grew, they added dozens of locations. With each new site came different connectivity environments, creating a patchwork of network services that became harder to manage and scale.

The organization needed to provide reliable wireless internet access for employees, guests, and residents across multiple locations while maintaining performance and network security.

Traditional phone lines used for alarm systems and elevators were aging and expensive to maintain, limiting the organization's ability to modernize its communications infrastructure.

About the Customer

The customer is a not-for-profit organization that provides residential housing, healthcare, rehabilitation, habilitation, and transportation services for individuals with intellectual and developmental disabilities throughout New York City and the Hudson Valley.

Operating more than 50 locations, the organization plays a vital role in delivering essential care and support throughout the region. However, as they continued to expand through acquisitions and new programs, maintaining a consistent and reliable technology infrastructure became a significant challenge.

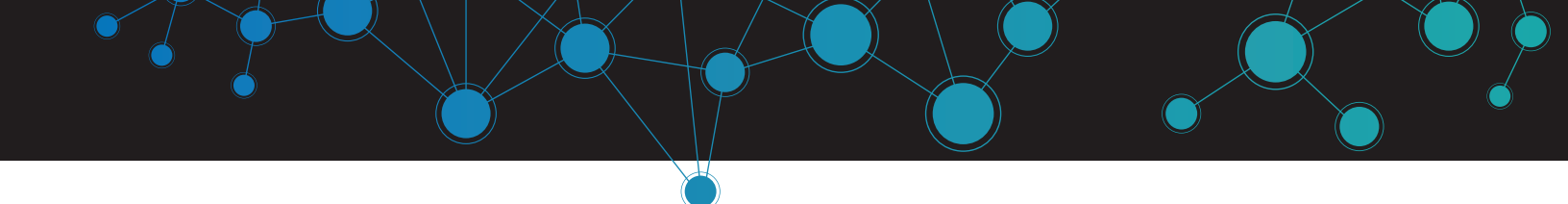
Each location relied on dependable internet connectivity to support staff operations, administrative systems, communications, and the digital tools needed to coordinate care.

Simultaneously, there was a growing expectation among employees, residents, and guests for seamless wireless connectivity throughout all facilities. To meet these demands and control costs, the organization sought a trusted technology partner capable of delivering scalable, fully managed solutions to support both current operations and future growth.

Telesystem's Solution

To modernize its operations and support ongoing growth, the customer partnered with Telesystem to design and deploy a fully managed network solution. Telesystem collaborated closely with the organization to develop a flexible connectivity strategy that combines **Broadband, Dedicated Fiber (DIA), and 5G/LTE wireless services**. This approach ensured every facility received





the most appropriate connectivity for its needs, resulting in consistent, reliable performance across more than 50 locations.

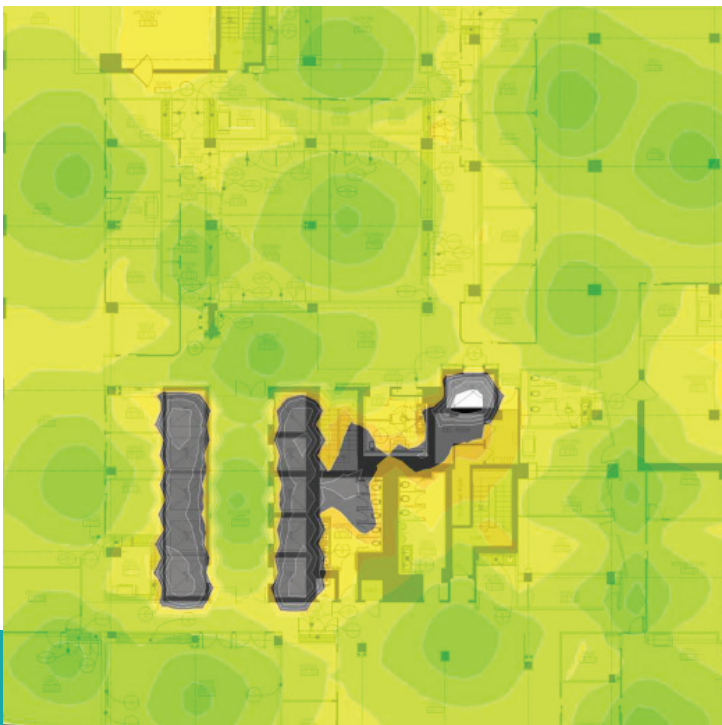
To further enhance network resilience, Telesystem deployed **secure SD-WAN** technology across all locations to provide intelligent traffic routing and seamless failover. This built-in automatic failover capability helps keep critical systems online during service disruptions, while integrated network security protects sensitive operational and resident information through centralized monitoring and management.

Recognizing the importance of scalability, Telesystem upgraded each facility's local area network with **modern switching hardware**, laying the groundwork for strong and consistent wireless connectivity. To ensure optimal coverage across residential, healthcare, and administrative spaces, Telesystem conducted comprehensive wireless **site assessments using heat-mapping technology** to measure signal strength, identify coverage gaps, and detect potential sources of interference. These assessments provided engineers with the insights needed to strategically place wireless access points, optimizing coverage across every building.

Based on these assessments, Telesystem deployed a **managed WiFi** solution with **more than 100 wireless access points** across the organization. This provided secure, reliable wireless connectivity for employees, residents, and guests. Telesystem manages the wireless environment end-to-end, from installation and configuration to monitoring and ongoing maintenance, ensuring consistent performance at every location and easing the burden on the organization's IT team.

Beyond network upgrades, Telesystem helped modernize critical building infrastructure by replacing traditional analog phone lines with **certified alarm and elevator communication lines**. This transition offered a reliable and compliant alternative to aging POTS services while reducing long-term operational costs.

With Telesystem's integrated managed solution in place, the customer now benefits from a modern, scalable, and reliable network foundation that supports its operations across every location, allowing the organization to remain focused on delivering essential services and improving the lives of the individuals and communities it serves.



WiFi Heat Map

Assessment of infrastructure, coverage, and sources of interference.