

# Fresh Hope Communities raises the bar for quality residential care



Fresh Hope Communities provides exceptional support and lifestyle choices for Australians seeking retirement, residential, and respite care for nearly a century. Founded by the churches of Christ in New South Wales and Australian Capital Territory, the faith-based organization supports the ageing population and school and community groups through their outdoor experiences and group accommodation offerings.

Fresh Hope Communities operates 11 residential care and retirement community locations with a new affordable housing development coming soon. With a combination of new and old buildings, Fresh Hope Communities transitioned to in-house network support to better meet the care and communication needs of its residents, their families, guests, and staff.

## OVERVIEW

Company	Fresh Hope Communities
Industry	Government and Non-Profit
Products Used	EX2300, EX4600
Region	APAC

## CUSTOMER SUCCESS AT-A-GLANCE

**Time saved**

**9**

To travel and troubleshoot after power was restored to a site

ICT staff

**99%**

Of outages to date were related to a loss of external power longer than the UPS

**18**

16 residential care locations and 2 outdoor adventure and conference centers

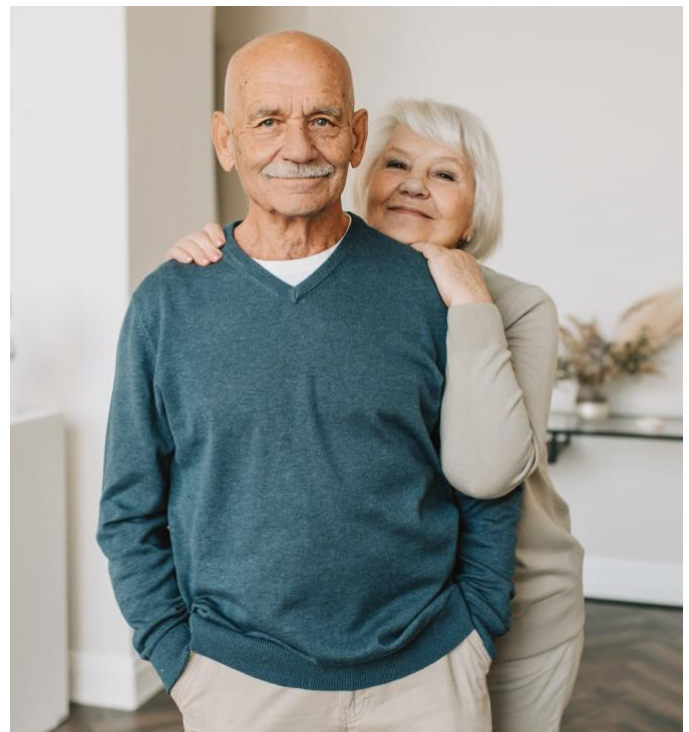
## CHALLENGE

### Network outages frustrate IT, staff, and residents

After years of outsourcing its network services, Fresh Hope Communities brought network management in-house. “We believed we could get more out of the network and eliminate downtime by using our internal support team,” says Glen Hegner, CIO at Fresh Hope Communities.

Multiple locations experienced outages due to network misconfigurations. Staff and residents complained to management regularly. During bad weather, network reliability problems intensified. “We get a lot of thunderstorms, high winds, and lightning that caused local power outages. The switches would go down and not come back online,” says Hegner.

Getting the network up and running took too long. Staff could spend as much as one day a week solving network problems as technicians faced long drives out to Fresh Hope Communities’ locations to troubleshoot on site.





## Connect family and residents during critical times

Juniper EX Series Switches provide the core and access networks at Fresh Hope Communities' 18 residential aged care, retirement, outdoor education and conference accommodations, and office locations.

Whether it's keeping families in touch, providing top-notch residential care, or giving children and community groups the opportunity to explore the outdoors, the Juniper network provides fast, reliable connectivity. The network supports building management systems and physical security systems, as well as the desktops, laptops, and Chromebooks used for clinical care and residents' personal devices.

"We are fully reliant on the new Juniper backbone, and it was critical during Covid when our residents were connecting with friends and family over Zoom," says Hegner. "We want to continue to have that connection available and expand our family-centric services for residents."



## Set-it-and-forget-it networking

Hegner was initially concerned that bringing network management in-house would overtax his already busy—and small—team. His fears were quickly put to rest. Between the ease of configuration, the flexible Junos® OS, and the ready support from the Juniper Technical Assistance Center (JTAC), the transition has been seamless.

"Our staff loves Junos and working with the experts at JTAC. We have no regrets about bringing support and management in-house," he says.

The biggest benefit has been the time that engineers are saving.

"We were wasting a day a week, with technicians trying to resolve our problems," says Hegner. "We are no longer losing time looking for network faults or fixing issues, and it's a big savings for us."

With what Hegner describes as a "set-it-and-forget-it network," the IT department can focus on day-to-day business.

**"Hassle-free Juniper equipment and support mean we can roll out key technology to support the business. Our time is much better spent than when we were firefighting and fixing bugs."**

Glen Hegner  
CIO, Fresh Hope Communities

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