

# Memorial Sloan Kettering Cancer Center Finds Complete Wi-Fi Visibility with AirMagnet

*AirMagnet's award-winning wireless solutions selected to monitor, troubleshoot and plan MSKCC's wireless LANs*

Memorial Sloan-Kettering Cancer Center (MSKCC) – comprised of Memorial Hospital and the Sloan-Kettering Institute – is the world's oldest and largest private cancer center, devoting more than a century to patient care, as well as innovative research. The Center has more than 10,000 employees, including 672 Memorial Hospital Staff and 128 Sloan-Kettering Institute members. In 2007, 21,868 patients were admitted to Memorial Hospital and Memorial Sloan-Kettering accommodated 443,831 outpatient visits at its Manhattan and regional sites combined.

## Highlights

### Industry

Healthcare

### Challenge

- Monitor and manage WLANs for use by employees, guests and patients
- Troubleshoot RF interference within the hospital environment
- Integrate effective solutions for mobile field planning, testing and analysis of the WLAN

### Solution



AirMagnet Enterprise Analyzer for Cisco



AirMagnet Laptop Analyzer



AirMagnet Survey PRO



AirMagnet Spectrum Analyzer

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Tom Cotter  
 Advisory Network Specialist at MSKCC

## The Challenge

Over the past few years, MSKCC's wireless infrastructure has become a critical component of the facility's daily operations. Wireless access is provided to guests, patients, nurses, doctors and administrators, and many patient devices are connected to the network and rely on its stability, performance, and security to properly function in the healthcare environment.

"Our wireless network requirements grew much faster than we had anticipated and we didn't have any solutions in place that were specifically designed to manage, secure and troubleshoot the wireless network. This became a big issue as our need for a larger, more stable, WLAN continued to increase," said Tom Cotter, Advisory Network Specialist at MSKCC.

Whether it is a handheld device, laptop, mobile cart, Vocera badge, IV pump, respirator or other medical device connected to the network, MSKCC needed the ability to quickly identify, troubleshoot and resolve any wireless LAN (WLAN) problems. To accomplish this, MSKCC wanted to leverage a powerful, stable and cost-effective solution that could analyze and improve the existing wireless network, dramatically improving their WLAN expertise.

"Healthcare has a unique set of network requirements. Not only do we have regulatory issues we have to address around securing patient information, we also have to ensure that if we're running critical applications across the WLAN, that performance and reliability is not a problem. To ensure this, it was vital to have a solution that could quickly identify anomalies, recommend action, and get the problem fixed before it affected staff or patients," said Cotter.

## The AirMagnet Solution

To address these demanding requirements, MSKCC chose to deploy a suite of AirMagnet solutions for wireless security and performance management, including AirMagnet Enterprise, AirMagnet Laptop Analyzer, AirMagnet Survey PRO and AirMagnet Spectrum Analyzer.

"The company's offerings make very complex situations easy to understand, in turn making it easier for its customers to address and troubleshoot any problems that arise, without having to weed through a lot of unnecessary information or complicated reports," noted Cotter.

For centralized troubleshooting and network management, MSKCC chose AirMagnet Enterprise, the industry's premier solution for

continuous WLAN security and management. The product provides a simple, scalable WLAN monitoring solution that offers complete visibility into all aspects of the network. AirMagnet Enterprise allows MSKCC to proactively mitigate all types of wireless threats, enforce enterprise policies, prevent performance problems and audit the compliance of all WLAN assets and users across all locations (from one central console).

"We have been able to take the security and performance of our wireless networks to the next level – we now have a big picture of how our WLAN is performing. In addition, we are better equipped to troubleshoot any network problems we have so employees, patients and guests of the hospital can leverage a high performance wireless network," said Cotter.

While AirMagnet Enterprise is capable of identifying and resolving the majority of wireless problems, wireless networks still require tools that can identify problem areas, and test and troubleshoot in the field. For these field requirements, MSKCC chose AirMagnet Laptop Analyzer, AirMagnet Survey PRO and AirMagnet Spectrum Analyzer.

When creating a new WLAN, MSKCC uses AirMagnet Survey PRO to simulate and design the best possible network. Survey PRO collects live signal, packet and spectrum data during site surveys, which ensures real world performance and coverage will be as good as it appears on paper.

"As the MSKCC facilities grow and new elements are introduced into the environment (such as advances in X-Ray technology), planning is an essential part of our wireless strategy," said Cotter. "The tool facilitates our ability to easily map out and configure the best placement for APs and ensure that we've created the most effective WLAN possible."

Once a network is in place, MSKCC uses AirMagnet Spectrum Analyzer to identify, classify and locate any RF interference that might impact the WLAN. This is especially important within healthcare facilities, where objects and medical equipment – such as cordless phones, paging systems, transmitters and more – can interfere with a wireless network.

Finally, AirMagnet Laptop Analyzer, the industry's most popular mobile troubleshooting field tool, helps IT staff make sense of end-user complaints to quickly resolve performance problems, while automatically detecting security threats and other network vulnerabilities. Laptop Analyzer automatically identifies hundreds of performance problems, such as 11b/g conflicts, 802.11e problems, and QoS, as well as dozens of wireless intrusions and hacking strategies, including Rogue devices, Denial-of-Service attacks, Dictionary Attacks, Faked APs, RF Jamming, "Stumbler" tools, and many more.

## About PacketLogix

PacketLogix provides sophisticated end-to-end solutions. We deliver comprehensive infrastructure solutions within converged environments. We see your IT infrastructure as a whole and our willingness to go to any lengths to make your systems and technology serve your organization. We work with leading businesses and governments, universities and hospitals through out the north east of the United States.

Our track record speaks for itself. Our implementation team's objective is to surpass our clients' expectations. We pride ourselves on our proven ability to architect and implement a wide range of enterprise computing solutions in a timely and thorough manner. In the process, we collaborate closely with our clients. We listen to your needs. Anticipate future challenges. And deliver the tools that will help you maximize your opportunities. In short, we use our expertise to map the right IT solution to your business needs.

People choose PacketLogix because of our commitment to success. We are customer-driven: With our integrated suite of business practices, we have all the services and vendor relationships you need to build, improve, and manage your IT infrastructure. We are solutions-oriented. Our technology-driven strategic services offer end-to-end security and reliability across heterogeneous environments.

Most importantly we are absolutely dependable. Our experienced, talented professionals have earned industry-wide respect for their record of delivering timely customer solutions with excellence. This is what makes PacketLogix a respected and trusted leader in the technology industry.



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