Bone & Joint transformed its IT infrastructure and they enhanced reliability, simplified management, and significantly reduced costs across seven critical care locations.

Background

Bone & Joint, a premier orthopedic and surgery provider across Central Wisconsin, serves thousands of patients annually with critical orthopedic surgeries, physical therapy, and walk-in care services. Each facility—including their flagship Rib Mountain center—handles hundreds of daily visits. With patient care, surgeries, and rehabilitation services reliant on stable connectivity, any network downtime isn't just costly—it's disruptive to patient care.

Historically, Bone & Joint managed a complex, multi-vendor IT setup. Their main data center at Rib Mountain interconnected multiple locations through Layer 2 circuits provided by a single ISP, using FortiGate firewalls, Aruba switches, and Aruba APs. The existing infrastructure was overly complex, poorly documented, and challenging to manage, creating multiple single points of failure.

Previous Network Hardware

Bone & Joint previously utilized a multi-vendor network infrastructure comprised primarily of FortiGate firewalls for upstream security and Aruba switches and access points across their seven locations. The main Rib Mountain data center served as the central hub, with each remote site connected through Layer 2 circuits provided exclusively by their ISP. This setup, while functional, presented significant challenges related to reliability and redundancy due to its dependency on a single service provider.

Additionally, the fragmented nature of their infrastructure led to administrative inefficiencies and complicated troubleshooting processes. With different hardware vendors in place, configuration management and maintenance tasks were cumbersome, lacking uniformity. Documentation was sparse, resulting in a substantial burden on the IT team whenever issues arose, thus highlighting the urgent need for a more streamlined, reliable solution.

Why UniFi

Initially intrigued by UniFi's reputation, Justin Graff was cautiously optimistic but uncertain if it could fully address Bone & Joint's complex requirements. To address these concerns, Unified IT collaborated closely with Bone & Joint over several months, meticulously

documenting their existing network and clearly outlining how UniFi's comprehensive solution could resolve their ongoing challenges.

UniFi's solution offered distinct advantages:

License-Free Cost Model:

Eliminating recurring licensing fees significantly reduced the total cost of ownership compared to traditional enterprise vendors. Single-Pane-of-Glass Management: The unified management interface drastically simplified administration and troubleshooting tasks, enabling proactive rather than reactive IT management.

Advanced SD-WAN Capabilities (Site Magic):

UniFi's Site Magic provided robust, flexible connectivity options, freeing Bone & Joint from reliance on a single ISP and enabling diverse, redundant connections (fiber, cellular, Starlink).

Simplified and Robust Network Architecture:

UniFi's cohesive stack greatly reduced complexity, resulting in increased network reliability and easier future scalability.

These compelling factors convinced Bone & Joint that UniFi was the ideal solution, perfectly aligning with their goals to delete complexity, simplify operations, and enhance reliability.