JUNIPER NETWORKS | St Luke's ELDERCARE

St Luke's ElderCare

Singapore provider expands to serve more elders with more innovative care

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Industry

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AI-native network elevates user experiences, simplifies operations, and safeguards data

Singapore's population is rapidly aging, and St Luke's ElderCare (SLEC) is on a mission to care for Singapore's elders in the community. As one of Singapore's largest networks of senior care and rehabilitation centers, active aging centers, and residential nursing homes, SLEC is expanding locations and innovating care delivery through increasingly interactive applications that engage elders and efficiently manage their well-being, regardless of ability.

SLEC chose Mist™, Juniper's AI-native networking platform, for unified and secure wired, wireless, and branch office connectivity to meet the need for experience-centered care.

Overview

Challenge

SLEC has embarked on a digital transformation journey to modernize its tech stack, streamline operational processes, and strengthen data protection as it meets the growing need to care for elders. New applications, such as virtual reality tours used by elders and IoT devices for monitoring health, have increased the demand for bandwidth, coverage, and performance.

"We needed an IT infrastructure that would scale with our growth and provide our staff with fast, secure access to these applications," said Dr. Alan Wong, COO of SLEC. "Our priorities for the new infrastructure were cloud-centric management, reliability to support SaaS applications, and enhanced the speed and security of our internet connections."

Transformation

SLEC chose Juniper Mist, which is built from the ground up to leverage AI for operations (AIOps) to modernize and secure network infrastructure. With a Juniper full stack network, SLEC can bring together wired, wireless, WAN, and firewalling with a common cloud and AIOps to provide the best possible experiences for its staff, elders, and IT administrators.

"We went through a major tender exercise and determined that a Juniper network would help us navigate our planned growth and the government's new healthcare regulations with greater flexibility and a low TCO," said Dr. Wong.

Outcomes

Elevated user experiences	Investment protection	Unified operations
800	**TCO**	**Easy**
Staff care for 15,000 elders	Adaptable for the future	Centrally manage wired, wireless, WAN, and security

Solution and implementation

Juniper AP32 Wireless Access Point	Juniper EX4100 Switch	Juniper EX4400 Switch
Juniper SRX300 Firewall	Juniper SRX380 Firewall	Juniper Mist Wi-Fi Assurance
Juniper Mist Wired Assurance		

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A full stack AI-native network supports growth and innovation

SLEC is rolling out Juniper networking at over 30 locations, including its residential nursing home, active aging daycare centers, and rehabilitation facilities. It is opening a new active aging center and nursing home in the next year, and more locations are planned.

Juniper Mist ensures reliable, measurable, secure, and high-quality connections with end-to-end visibility into the user experience. Network and security operations are managed through the Juniper Mist Cloud for scalability and performance, even as SLEC grows. Built-in AI delivers proactive automation and self-healing capabilities that replace time-consuming manual IT tasks and lowers network operational costs.

SLEC worked with TAK System Integration to design and deploy the Juniper network.

Key takeaways and outcomes

> "It's amazing to see the conversations our elders have after a virtual reality trip to Rome. We can **use technology to make a difference** in elder care, but we can't do it without a strong and secure robust infrastructure."
>
> **Dr. Alan Wong**
> COO, St Luke's ElderCare

Technology makes a meaningful impact for elders

Network transformation enables SLEC to deliver excellent care to more elders while streamlining operational processes and protecting data across its IT platforms. A robust and secure network foundation has allowed SLEC to introduce innovations like virtual reality for immersive travel experiences and advanced robotics for more effective rehabilitation.

Empowering caregivers and engaging elders

"Our staff benefits from a network that is safe and gives them easy access to the applications they need to take care of the elders," said Dr. Wong. "It's amazing to see the conversations our elders have after a virtual trip to Rome. We can use technology to make a difference in elder care, but we can't do it without a strong robust infrastructure."

Secure infrastructure protects healthcare data

Juniper's AI-native network security is critical to help SLEC protect elders' data privacy and comply with regulations like Singapore's Health Information Bill, which goes into effect in 2025 and mandates the secure sharing and use of health information for a better care experience.

Simplified, smarter operations

"We can manage the network centrally and also open up the Juniper Mist portal to our security operations center provider so they can look after the network when we are sleeping. But I hardly get a call from them because our network is safe and secure."

More information

Juniper Mist: purpose-built with AI and for AI

To learn more about Juniper AI-native full stack network, visit our website at https://www.juniper.net/us/en/campus-and-branch.html

For technical datasheets, guides, and documentation, visit Juniper AI for IT Operations (AIOps): https://www.juniper.net/us/en/solutions/artificial-intelligence-for-it-operations-aiops.html

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