JUNIPER NETWORKS | The ROYAL COLLEGE of SURGEONS of EDINBURGH

The Royal College of Surgeons of Edinburgh

A digital foundation to champion surgical and dental excellence

Realize proven AIOps and unified management

Learn more →

Industry

Education

Region

EMEA

Hello AIOps, goodbye trouble tickets

The Royal College of Surgeons of Edinburgh (RCSEd), the oldest surgical college in the world, champions excellence in surgical and dental practices. Founded in 1505, RCSEd is committed to improving patient safety and delivering optimal care with the most advanced and innovative tools and resources, including simulation, virtual reality, and robotics.

Ready for a complete network refresh, RCSEd chose Juniper's AI-Native Networking Platform. Juniper promised—and delivered—AI, automation, seamless integration, and unified management with exceptional user experiences.

Overview

*"Juniper's AI-Native Networking Platform **solves issues** before they impact our users."*

Jamie Parker
Senior Infrastructure
Engineer, RCSEd

Automate network operations to assure IT services

The campus network was holding RCSEd back from realizing its business goals and vision of the future. "We wanted to be more effective and dynamic as an organization and not limited by a legacy network," said Kenny Ryan, Head of Digital Information and Infrastructure at RCSEd.

The dedicated four-person IT team spent too much time troubleshooting and responding to users' complaints about the network. A lack of visibility into network activities was an impediment to a good user experience. When issues came up, much time and effort could be wasted chasing problems to determine if it was the app, device, or network. Reducing manual maintenance and troubleshooting would free up time to focus on and support its prestigious education, membership, and heritage missions.

Transformation

RCSEd refreshed its network with Juniper's AI-Native Networking Platform, which delivers advanced AI for IT Operations (AIOps) to support exceptional digital experiences for colleagues, volunteers, visitors, guests, and IT staff.

The college can onboard wireless and wired devices quickly and securely, operate the network more easily, and decrease TCO and OpEx. Every connection for every device, user, and application is more reliable, measurable, and secure. RCSEd staff, members, visitors, and guests enjoy superior assured network experiences.

Outcomes

Improved network uptime and reliability	Faster network deployments	Faster time-to-value
0	**75%**	**4 months**
Network-related trouble tickets since deploying Juniper	Decrease in time needed to deploy each switch with Juniper	Time to move 250+ APs and 50+ switches into production

Solution and implementation

Juniper AP12 Wireless Access Point

Juniper Mist Edge

Marvis Virtual Network Assistant

QFX5120 Switch

Juniper AP34 Wireless Access Point

Juniper Mist Wireless (Wi-Fi) Assurance

Juniper EX4100 Switch

Juniper All-Access Training Pass

Juniper AP63 Wireless Access Point

Juniper Mist Wired Assurance

Juniper EX4400 Switch

"Juniper's AI-Native Networking Platform **will support the evolving nature** of our operations."

Kenny Ryan
Head of Digital Information and Infrastructure, RCSEd

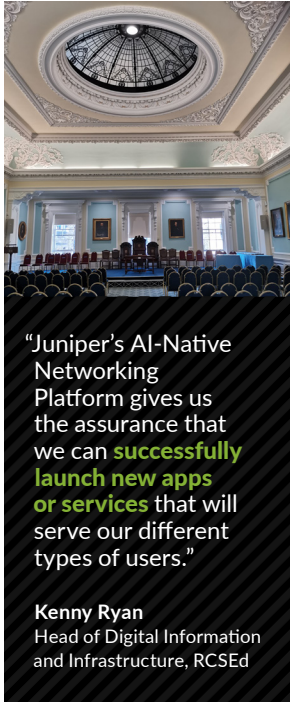## Great network connections and streamlined operations

RCSEd relies on the Juniper AI-Native Networking Platform across its academic buildings, conference and events spaces, 130-room hotel, and museum at the Edinburgh campus and Birmingham regional office. Applications and digital services run smoothly and the network easily handles point-of-sale, guest Wi-Fi, voice and video calls, smart devices, security cameras, and AV services.

Users connect their mobile devices through Juniper access points that deliver high-performance Wi-Fi 6, as well as vBLE technology that enables future possibilities for location-based services for wayfinding, asset location, and analytics. Juniper switches are used for the core and access networks, providing exceptional performance and reliability.

Juniper Mist Wireless Assurance proactively optimizes wireless operations and the IT team relies on Juniper Mist Wired Assurance to build and manage the campus fabric. Juniper's Marvis Virtual Network Assistant minimizes network downtime and disruptions with AIOps for a faster MTTR when issues arise.

Key takeaways and outcomes

"Juniper's AI-Native Networking Platform gives us the assurance that we can **successfully launch new apps or services** that will serve our different types of users."

Kenny Ryan
Head of Digital Information and Infrastructure, RCSEd

Realizing next-level operational excellence

The smooth operations of Juniper's AI-Native Networking Platform supports RCSEd's mission to provide education, assessment, and development to thousands of surgical trainees each year, as well as 32,000 dental and surgical professionals and members across all stages of their career.

The impact of AIOps on the IT teams' productivity has been huge, and all users have better experiences during educational events, examinations, professional and commercial conferences, hotel stays, and museum visits.

Fast deployment

The college's IT team moved the wireless and wired networks into production in record time—just four months. Switch setup dropped from 30 minutes to 10 minutes with Juniper's convenient configuration templates and automated provisioning.

Zero trouble tickets

Automation is making life quantitatively better for the network and service desk teams. No one has filed a trouble ticket since deploying the Juniper network, and Marvis solves problems before they escalate and impact users.

Better visibility

The IT team has gained unified visibility and management across the wired and wireless networks with smart dashboards that provide the insights and controls to keep the networks up and running.

More information

Learn more about Juniper's AI-Native Networking Platform

To learn more about Juniper AI-Native campus and branch solutions, visit: https://www.juniper.net/us/en/campus-and-branch.html

For technical data sheets, 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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