



Unified Communications

Diakon Lutheran Social Ministries

DIAKON: SERVING 50,000+ PEOPLE YEARLY IN PENNSYLVANIA AND MARYLAND

WORKING TOGETHER FOR OVER 12 YEARS

Distributed Communications at Diakon

by ReliAvail I.T. Company

“Diakon Lutheran Social Ministries offers a range of services for children, youths, adults, families, older persons, and congregations. Diakon’s programs annually serve between 50,000 and 60,000 people in Pennsylvania and Maryland, while products distributed annually through Diakon Kathryn’s Kloset are estimated to touch the lives of about 400,000 people regionally, nationally, and internationally.” –Diakon.org

Complex I.T. Challenges

A complex network of communications and Information Technology supports nearly 2,000 Diakon employees, working in programs that span senior services, child & family services, and community programs like Diakon Kathryn’s Kloset.

ReliAvail Offers Unique Value

Diakon owns and privately services their Avaya telecommunications systems, Windows and Linux servers and Cisco network infrastructure that interconnect close to a dozen sites; ReliAvail works in support of Diakon’s internal IT staff, lending subject matter expertise to issues of HIPAA and PCI compliance, network security, telecom troubleshooting, as well as IT infrastructure design and support.

ReliAvail CEO Dennis Little first worked with Diakon’s IT team at the Pennsylvania Statewide Adoption and Permanency Network (Diakon SWAN) starting in 2003. The relationship has grown from supporting a single office in Harrisburg, PA to providing a number of supporting services across Diakon’s infrastructure.

Through the long-standing relationship, ReliAvail has a unique perspective of Diakon’s challenges:

- **Understanding of Diakon’s long-term goals**, Strength, Weaknesses, Opportunities and Threats (SWOT)
- **Maintaining** Avaya analog and IP telecommunications supporting 1,500 users enterprise-wide
- **Securing the** distributed Cisco wired and Aerohive WiFi networks
- **Implementing** enterprise VMware virtualization and consolidation for IT and telecom systems
- **Maintaining security** with minimal efficiency impact

“I would absolutely recommend ReliAvail to anyone in the IT field looking for external support, with projects, or ongoing system support.”



Rick Stough, Director of IT
Diakon Lutheran Social Ministries

Enterprise Technology at Work

by ReliAvail I.T. Company

Diakon is a distributed and complex environment not unlike many others in the healthcare industry – concerned with the security of internal proprietary data, and subject to compliance ensuring protection of patient Personally Identifiable Information (HIPAA PII), as well as credit card and payment details under PCI (Payment Card Industry) regulations. A number of complimentary solutions are employed in Diakon’s infrastructure and supported by ReliAvail, in order to meet regulatory and ethical challenges.



Cloud-Managed WiFi Networks

ReliAvail is an Aerohive cloud WiFi partner and works with Diakon to maintain secure WiFi networks across Diakon’s campuses, for both employee & guest access.

Recognizing a need to support both enterprise and resident WiFi needs across multiple sites and on logically segmented networks, Diakon deployed Aerohive’s cloud-managed WiFi solution. This allows ReliAvail and Diakon to visualize coverage, maintain distant oversight and change control, and guarantee easy, reliable field deployment.



Distributed IP Telecommunications

Diakon’s network of ~1,500 analog and IP telephones run across a number of systems and circuits regularly supported by ReliAvail.

Diakon owns and privately services their Avaya telecommunications systems, Windows and Linux servers, and Cisco network infrastructure that interconnect close to a dozen sites that rely on the Avaya telecommunications network.



VMware Server Consolidation

In 2014, ReliAvail led Diakon through implementation of their first highly available and redundant VMware vSphere virtualization cluster.

The vSphere cluster of several servers allows Diakon to run dozens of disparate and separated host operating systems allowing failures or proactively servicing, without impacting availability or reliability of the user applications hosted there.

Leveraging VMware vSphere, provisioning new systems is much more efficient, and hardware is safely used to full capacity.



Mobile Device Management

Diakon’s networks now regularly see usage from guests and employees with both enterprise-owned and “bring your own devices” (BYOD), like laptops, iPads, and Android phones.

How does Diakon manage these devices to make certain that they are secure, able to be located, and securely erased in the event of theft or lost devices?

Enter Mobile Device Management or “MDM” from AirWatch by VMware.

ReliAvail is helping to lead Diakon’s Mobile Device Management initiative, ensuring regulatory (HIPAA) compliance across BYOD and enterprise-owned devices.

Let ReliAvail Help Your Enterprise

Contact ReliAvail for a free consultation today:

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