



## CASE STUDY

# Critical IT Transformation Paves Way for Sustained Efficiency



Brewster Place offers a comprehensive range of services to meet the diverse needs of its residents, from Maintenance Free Living to Assisted Living, alongside the Brewster Health Center, Memory Support team, and Rehabilitation Center. Established in 1958 as The Congregational Home for the Aged, Brewster Place is a faith-based, not-for-profit organization in Topeka, KS, dedicated to enhancing the value of life through education, research, and services. A ministry of the United Church of Christ, Brewster Place embraces a mission-driven approach to provide exceptional care to individuals of all beliefs, fostering a supportive community for all.



**"I definitely recommend C1 to anyone. They ensured a robust, secure, and manageable network environment at Brewster Place."**

*Christopher Bethel | IT Director, County of Madison, Illinois*

## The challenge: Outdated IT Infrastructure Hinders Security and Efficiency

Brewster Place's IT infrastructure, primarily composed of Brocade switches and Watchguard firewalls, was aging and cumbersome to manage. "The equipment we were running was more than 10 years old," recalls James Powell, IT Director at Brewster Place. "It lacked easy management and required third-party support for many functions. We experienced frequent breakdowns, and the existing firewalls and switching infrastructure did not meet our security and operational needs."

The organization faced significant challenges in maintaining a secure and efficient network, especially critical in a healthcare setting with stringent HIPAA compliance requirements. The old infrastructure lacked centralized management, making troubleshooting and maintenance difficult and time-consuming. Frequent breakdowns led to service interruptions, affecting both residents and staff. Moreover, the security features of the existing systems were outdated, posing risks to sensitive health data.

"I wanted the best for our infrastructure to protect our residents' data and ensure seamless operations," Powell emphasizes. The need for a robust, easy-to-manage, and secure network solution was urgent, prompting Brewster Place to seek out a new solution. The goal was to implement a modern, scalable system that could handle current demands and future growth, ensuring compliance with healthcare regulations and enhancing overall network performance.



## The solution: Seamless Network Overhaul with C1

Based on a recommendation from Cisco, Brewster Place partnered with C1 to overhaul their network infrastructure, opting to implement Cisco Meraki for a complete rip-and-replace project.

"We replaced all our Watchguard firewalls, Brocade switches, and APs with Meraki equipment," Powell explains. Having previously worked with Meraki, Powell was confident in the value it would bring.

"C1 made the process seamless. John Tice and Patrick Tierce from C1 came on-site, walked through our requirements, and helped us devise a solid plan. As a not-for-profit, we had to phase the purchases, but C1 managed the project efficiently, ensuring minimal disruption."

The Meraki solution offered advanced security features, centralized cloud management, and comprehensive reporting capabilities. These features were crucial for meeting HIPAA compliance and ensuring the security of sensitive health data.

The deployment included reconfiguring the core network, addressing legacy issues, and establishing a secure, scalable infrastructure aligned with Brewster Place's needs.

The project was meticulously planned to avoid downtime, ensuring continuity of services for residents and staff. C1's proactive approach and dedication ensured a smooth transition to the new system, setting a solid foundation for future expansions.

## The result: Exemplary Support Leads to Successful Transition

The transition to Cisco Meraki, facilitated by C1, significantly improved Brewster Place's network performance and security. "We now have visibility and control we never had before," says Powell. The advanced licensing allowed for proactive threat detection and mitigation, crucial for HIPAA compliance. "We can see and block incoming threats and have detailed reporting to understand and mitigate risks," Powell notes.

The centralized management simplified IT operations, freeing up resources and enhancing productivity. "Our team of three can now handle the network more efficiently, reducing downtime and improving service delivery to our residents," Powell states.

One standout example of C1's exemplary support occurred during the deployment phase when a tornado warning was issued. "Their team stayed hours beyond the planned cutover to ensure we were fully operational and safe," Powell recounts. This level of dedication highlighted C1's commitment to their clients' success and safety.

The project, completed within the set timelines despite logistical challenges, set the stage for future expansions. C1's responsiveness and commitment were outstanding. "They bent over backwards to make sure we were happy," Powell remarks. The successful implementation not only fortified Brewster Place's IT infrastructure but also established a reliable partnership with C1 for future projects. "I definitely recommend C1 to anyone," Powell concludes, appreciating the robust, secure, and manageable network environment now in place at Brewster Place.



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