

CLIENT SUCCESS STORY



Secure, Efficient, Reliable:
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Enterprise-Grade Technology Modernization for Senior Care

Saint Joseph Residence

A phased roadmap for resilient connectivity, cloud communications, and a secure cloud workplace

Prepared by 603 Technology Solutions, LLC

MODERNIZATION PRINCIPLE

Preserve what still delivers value. Replace what creates risk. Build a foundation that can grow.

EXECUTIVE SUMMARY

A Practical Roadmap for Long-Term Reliability

Saint Joseph Residence partnered with 603 Technology Solutions to execute a strategic, multi-phase modernization initiative designed to improve operational continuity, cybersecurity readiness, communications reliability, and long-term technology scalability.

Rather than pursuing a disruptive all-at-once replacement, 603 Technology Solutions developed a phased roadmap that combines existing asset optimization with targeted enterprise-grade upgrades. The approach protects prior investments, limits operational disruption, and creates a clear path from core network modernization to cloud communications and a secure Microsoft cloud workplace.

What the modernization delivers

RESILIENCE

Redundant switching, monitored backup power, connectivity failover, and automated recovery.

ASSET OPTIMIZATION

Existing fiber, wireless access points, failover connectivity, and generator capacity remain part of the solution.

VISIBILITY

Unified Ubiquiti management provides a single pane of glass for monitoring and troubleshooting.

FUTURE READINESS

A stable platform for cloud phones, Microsoft 365, Entra ID, advanced security, and cloud data services.

Phased transformation

- Phase 1: Connectivity & Infrastructure Modernization
- Phase 2: Cloud Communications Transformation
- Phase 3: Secure Cloud Workplace Migration

WHY THIS MATTERS

In a senior care environment, dependable connectivity and communications support staff productivity, access to information, and continuity of resident services.

STARTING POINT

The Client Challenge

Saint Joseph Residence was supporting critical operations with a mix of aging infrastructure, legacy communications, and separately managed technology platforms. Leadership needed a modernization strategy that improved reliability without discarding useful assets or creating avoidable disruption.

Before the project

- Aging HP Ethernet switches from before the Aruba acquisition.
- A WatchGuard firewall that had been replaced approximately six months before the broader infrastructure project.
- Eleven existing Ubiquiti U6-PRO wireless access points managed through a privately hosted controller.
- An existing OM2 fiber connection that was not being fully utilized.
- A nearly 30-year-old Toshiba telephone system.
- Windows Server 2016 domain services requiring a future migration path.
- Multiple management points that limited end-to-end visibility.

Business requirements

CONTINUITY

Keep resident and administrative operations running.

CONTROL

Improve monitoring and troubleshooting.

VALUE

Reuse viable investments where practical.

SCALABILITY

Support future cloud services and security.

PROJECT GOAL

Create a resilient, manageable foundation that improves today's operations while preparing Saint Joseph Residence for the next stages of modernization.

Modernize Strategically, Not Disruptively

603 Technology Solutions designed the roadmap around five principles that balance reliability, risk, cost, and long-term value.

1 ASSET OPTIMIZATION

Retain and better utilize infrastructure that continues to deliver operational value.

2 BUSINESS CONTINUITY

Layer connectivity and power protections to reduce exposure to single points of failure.

3 SECURITY FIRST

Establish a platform that can support stronger identity, endpoint, email, and DNS protections.

4 UNIFIED MANAGEMENT

Bring network infrastructure and wireless operations into one controller for faster visibility and troubleshooting.

5 SCALABILITY

Create capacity for cloud telephony, Microsoft 365, and future backbone improvements.

Asset optimization in action

The project incorporated the existing OM2 fiber link instead of replacing it prematurely, while leaving open the option to upgrade to OM3 in the future for greater bandwidth. Existing U6-PRO access points, T-Mobile failover service, and the facility-wide generator also remain integral parts of the final resilience strategy.

PHASE 1

Connectivity & Infrastructure Modernization

Phase 1 replaces aging network components and reorganizes the physical infrastructure around a new main distribution frame (MDF) and intermediate distribution frame (IDF). The design improves resiliency, visibility, and supportability while creating a consistent Ubiquiti environment.

Core architecture

COMPONENT	TECHNOLOGY	ROLE
Gateway	Ubiquiti UDM-PRO	Central gateway, routing, and unified management
Switching	Five USW-PRO-HD-24-PoE Layer 3 switches	Three in the new MDF and two in the administrative-building IDF
Power redundancy	Ubiquiti RPS units	Redundant power support in both the MDF and IDF
Managed power	Ubiquiti PDU-PRO	Automated power cycling of fiber ONTs when an outage is detected
Wireless	Eleven Ubiquiti U6-PRO access points	Migrated from a privately hosted controller into the unified environment
Topology	Fiber backbone and redundant ring design	Improved path resiliency between facility network areas

Single-pane-of-glass management

Consolidating network and wireless management into one Ubiquiti controller gives 603 Technology Solutions a unified operational view. This reduces time spent moving between systems, supports faster fault isolation, and improves the consistency of configuration, monitoring, and troubleshooting.

Layered Connectivity and Power Resilience

The modernization brings existing and new continuity measures into a coordinated design. Each layer addresses a different failure condition, improving the facility's ability to remain operational during service or power disruptions.

RESILIENCE LAYER	PLATFORM	PURPOSE
PRIMARY CONNECTIVITY	Fidium Fiber	Primary Internet service for daily operations.
CONNECTIVITY FAILOVER	T-Mobile	Existing secondary path used when the primary service is unavailable.
AUTOMATED RECOVERY	Ubiquiti PDU-PRO	Power cycles fiber ONTs when service-outage conditions are detected.
SHORT-TERM BACKUP	CyberPower UPS systems	Oversized, monitored battery backup keeps network systems online while generator transfer occurs.
EXTENDED OUTAGE SUPPORT	Facility-wide generator	Existing generator provides longer-duration power continuity.

Monitored backup power

CyberPower UPS systems are remotely monitored so battery health issues can be identified before a failed battery creates an avoidable outage. The UPS systems are sized to provide additional operating time if the generator does not assume the load as expected.

DESIGN OUTCOME

Primary service, failover connectivity, automated equipment recovery, battery backup, and generator power work as complementary layers rather than isolated features.

PHASES 2 AND 3

Cloud Communications and Secure Cloud Workplace

Phase 2: Cloud Communications Transformation

The next phase will replace the nearly 30-year-old Toshiba PBX with NUSO cloud phone services and Yealink phone hardware. The migration will modernize calling capabilities while reducing dependence on aging on-premises telephone equipment.

- Cloud-based voice platform designed for easier administration and future scalability.
- Modern Yealink endpoints throughout the facility.
- Migration planning coordinated with the upgraded network foundation to reduce operational risk.
- Opportunity to document user experience and client feedback after completion.

Phase 3: Secure Cloud Workplace Migration

The third phase will retire the Windows Server 2016 domain controller and transition identity, productivity, data, and security functions into a HIPAA-compliant cloud platform built around Microsoft 365.

PLATFORM / CONTROL	PLANNED ROLE
Microsoft 365	Cloud productivity and collaboration services
Microsoft Entra ID	Cloud identity and access management
Microsoft Defender	Cloud security and threat protection capabilities
OpenText MDR	Managed detection and response oversight
Enhanced email protection	Stronger filtering and threat defense
Encrypted email	Protection for sensitive communications
DNS security	Additional control against malicious destinations

A Foundation Built for Continued Modernization

Business impact

INCREASED RELIABILITY

Redundant switching, layered power protection, and connectivity failover reduce dependency on individual components.

IMPROVED VISIBILITY

Unified management brings network and wireless operations into a single pane of glass.

BETTER ASSET VALUE

Existing fiber, access points, failover service, and generator capacity remain productive parts of the solution.

FASTER TROUBLESHOOTING

Centralized monitoring and consistent hardware simplify diagnosis and support.

FUTURE READINESS

The upgraded network supports cloud phones, Microsoft 365, advanced security, and future fiber improvements.

Conclusion

The Saint Joseph Residence modernization demonstrates how a phased technology roadmap can transform aging infrastructure into a resilient, secure, and scalable platform without unnecessary disruption or premature replacement of useful assets.

By combining asset optimization with targeted modernization, 603 Technology Solutions is delivering a foundation designed to support operational continuity today and cloud communications, identity, security, and collaboration tomorrow.