

Cisco Partner Architect Exchange 2025

Healthcare Industry Update

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Chris Augulewicz caugulew@cisco.com
Systems Engineering Manager



Agenda

- 01 **Key Challenges for Healthcare Organizations**
- 02 **Transforming Healthcare with Cisco Infrastructure**
- 03 **Securing Healthcare Systems Without Hindering Clinicians**
- 04 **AI Use Cases Transforming Healthcare Delivery**
- 05 **Real world wins**

Key Challenges for Healthcare Organizations

Healthcare organizations face unique challenges that impact their ability to modernize and operate efficiently.



Skills and Staffing Shortages



Uncoordinated Organic Growth



Lack of Up-to-Date Documentation



Rising Cybersecurity Threats



Interoperability Issues



Budget Constraints

Transforming Healthcare with Cisco Infrastructure

Cisco's infrastructure helps healthcare organizations modernize and prepare for the digital era.



AI-Powered Language Models



Seamless and Secure Clinical Information Access



Electronic Medical Records (EMR)



Interoperability and Scalability



Establishment of Digital Front Door

Securing Healthcare Systems Without Hindering Clinicians

Healthcare organizations are prime targets for cyberattacks, but security measures must not disrupt clinical workflows or slow down care delivery.



**Simplified Management for
IT Teams**



Network Segmentation



**Zero Trust Security
Framework**



**Proactive Threat Detection
and Response**

AI Use Cases and Trends in Healthcare

Cisco's infrastructure helps healthcare organizations modernize and prepare for the digital era.



**Clinical notes
Summarization**



**Remote Patient
Monitoring**



AI-Powered Diagnostics



**Bed Allocation and Wait
Time Optimization**



**Predictive Analytics for
Patient Outcomes**

Real-World Wins and Outcomes

Real-World Wins and Outcomes

Transformation program at Eastern Health (VIC)

We adopted a template-based architecture aligned with the HIMSS INFRAM model. Leveraging advanced technologies such as SDA, SD-WAN, and ACI, along with robust security capabilities, we standardized, automated, and fortified their environment to ensure a consistent, secure, and efficient operational framework.

CG-WAN (VIC)

We have successfully connected all LHG's to a unified MPLS-based network, creating a standardized framework for inter-agency information exchange. This integration simplifies connectivity to shared health services and provides a centralized platform for seamless access to cloud-based solutions. The unified network enhances efficiency, collaboration, and service delivery across the health sector.

Cloud Contact Centre at Monash Health.

We have transitioned multiple disparate services to the Webex Contact Center solution, streamlining operations and improving visibility into customer-facing clinical services. This consolidation enables the organization to better serve the local population and staff. Overall, it enhances efficiency and service delivery.

Stats:

188 Queues / 965 Agents / 156 concurrent agents

120K inbound Webex CC calls (30 days)

TELEPHONY

TOTAL CALLS

989,995

Call Breakdown

Outbound

235,867

Inbound

754,096

Inbound Call Breakdown

Inbound Webex Contact Centre

59,448

Internal

359,809

SUMMARY

11

Device Families

294

Devices

0

Device Families
Without Golden Image

TOTAL IMAGES

40

Running

17

Imported

13

Golden

ADVISORIES

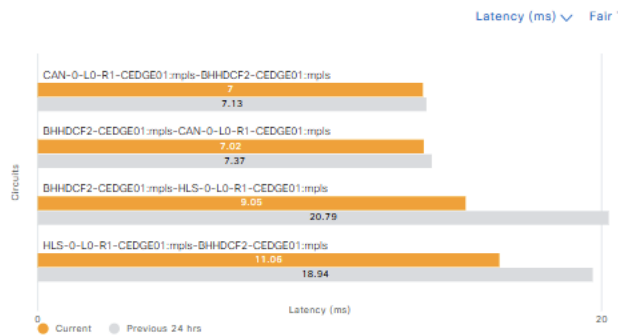
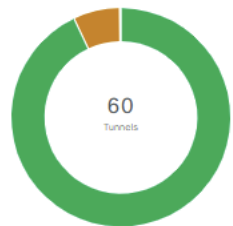
1

Critical
On Running Images

80

High
On Running Images

Tunnel Health



	Outstanding Updates	Update Grace Period	Fabric Devices	Fabric Zones	Fabric Roles	Connected T
	Yes ▲	176 day(s)	27	0	3	2
	Yes ▲	176 day(s)	6	0	3	2
	Yes ▲	176 day(s)	91	0	3	2
Camberwell	Yes ▲	176 day(s)	2	0	3	2
Koonung	Yes ▲	33 day(s)	4	0	3	2
Maroondah	Yes ▲	176 day(s)	58	0	3	2
Peter James Centre	Yes ▲	176 day(s)	18	0	3	2
Ringwood	Yes ▲	176 day(s)	10	0	3	2
Wantirna RACS	Yes ▲	33 day(s)	25	0	4	1

Welcome to Catalyst Center!

[Explore](#)

Assurance Summary

Health 📉
Healthy as of Jun 24, 2025 1:11 PM

84%
Network Devices

89%
Wireless Clients

98%
Wired Clients

[View Details](#)

Critical Issues
Last 24 Hours

0
P1

69
P2

[View Details](#)

Trends and Insights

AI Network Analytics is not enabled. To use Trends and Insights, turn on the "Enable AI Network Analytics" options in the [settings page](#).

[View Details](#)

Network Snapshot

Sites
As of Jun 24, 2025 1:11 PM

102

DNS Servers : 2
NTP Servers : 1

[Add Sites](#)

Network Devices
As of Jun 24, 2025 1:11 PM

3765

Unclaimed: 0
Unprovisioned: 58
Unreachable: 220

[Find New Devices](#)

Application QoS Policies
As of Jun 24, 2025 1:11 PM

11

Successful Deploys: 8
Errored Deploys: 3
State Policies: 9

[Add New Policy](#)

Network Profiles
As of Jun 24, 2025 1:11 PM

12

Wireless: 12
Routing: 0
Switching: 0
Assurance: 0
WAN: 0

[Manage Profiles](#)

[+ Setup AI Endpoint Analytics](#)

Images 📉
As of Jun 24, 2025 1:11 PM

27

Untagged Images : 20
Unverified Images : 1

[Import Images/SMUs](#)

Software Image Updates
As of Jun 24, 2025 1:11 PM

1048

Success : 983
In Progress : 0
Failure : 65

[Update Devices](#)

Cisco Licensed Devices
As of Jun 24, 2025 1:11 PM

4021

Switches: 623
Routers: 0
Wireless: 3398

[Manage Licenses](#)

EoX Status
Last Scan: Jun 21, 2025 1:11 AM | Next Scan: Jun 28, 2025 1:03 AM

318
Alerts

Hardware: 3
Software: 293
Module: 22

Field Notices
Last Scan: Jun 19, 2025 3:22 AM | Next Scan: Jun 26, 2025 3:21 AM

3
Notices

Hardware: 1
Software: 2

Device Certificate Issues 📉
As of Jun 24, 2025 1:11 PM

3

Expiring: 0
Expired: 3

[View Details](#)

Thank you



