



Case: NetAlly for network troubleshooting in hospitals

Who: Admiraal De Ruyter hospital

Where: Zeeland – The Netherlands

What: NetAlly LinkRunner and AirCheck



Nick Steijaert, Technical Network & Telephony Administrator at Admiraal De Ruyter Hospital in Goes, aims to keep the network running smoothly and resolve any issues as quickly as possible — both for wireless and wired network components. ‘Over the past few years, we’ve made great progress in achieving that,’ he says.

The challenge: faster troubleshooting in a complex network

‘Our network has a long history,’ says Nick. ‘Some parts go back to the 1980s, with old-fashioned patch systems and large patch panels. It often took us a long time to figure out whether a port was properly patched and configured. At first, we used an IP telephone to locate the switch port via LLDP, but that wasn’t always very efficient.’

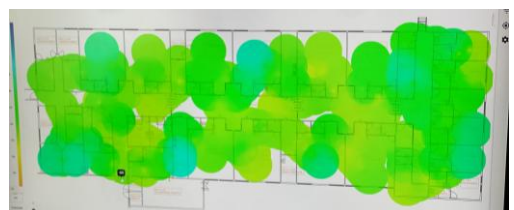
With 4,000 switch ports, 30 network cabinets and dozens of network-related requests at the service desk every day, the need for a faster and more reliable way of troubleshooting method became increasingly urgent.

The solution: NetAlly handheld testers

Today, ADRZ uses multiple LinkRunners and AirChecks across its various locations. These testers have become a standard step in their troubleshooting process for both wired and wireless networks.

Direct wins:

- Instant visibility into **port information**.
- Using the **autotest**, you can immediately check whether a switch port is configured correctly and whether key services, such as DNS, are reachable.
- **Cloud integration** (Link-Live): Less experienced staff can carry out tests, while Nick can review the results remotely in the cloud portal.
- **AirMapper/heat maps** provide quick initial insight into wireless coverage – without expensive software and without a laptop.



The result: less downtime, more efficiency.

The benefits are clear:

- **Faster** resolution of incidents; from an hour's work back to minutes.
- **Fewer errors** thanks to instant visual feedback.
- **Less dependence on specialist knowledge**; the service desk can rule out issues independently.
- **Lower costs** due to reduced travel time; specialists no longer need to visit other sites for minor issues.

'We use the testers several times a day,' says Nick. 'Each incident saves us around 30 to 60 minutes. The tools have easily paid for themselves in no time.'

Why Heynen?

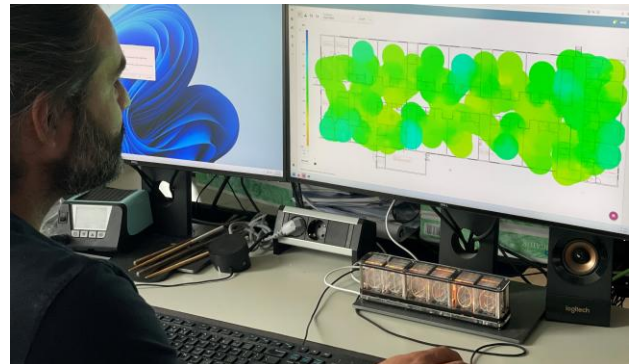
ADRZ has been working with Heynen for many years. 'What I appreciate is that they really think along with you,' says Nick. 'It's not about selling something quickly, but about a long-term partnership. They keep us informed of new possibilities and if we encounter any issues, they help us find the right supplier or solution. They visited us with a box of demo units that proved themselves live in our network. That provided so much more insight than a brochure! This way, you know for sure you're buying the right tool.'

Why every hospital should consider NetAlly

'Think of it as a Swiss Army knife for troubleshooting. You no longer have to endlessly dig through logs but get the information you need right away. This minimises the "time to resolve". Still in doubt? Just have Heynen come by with demo units — you'll be convinced instantly,' Nick laughs.

About Heynen

Heynen works for innovators. Heynen designs, installs and supports network monitoring, testing and analysis solutions. We have been doing this for many years and have extensive knowledge of the needs across various industries.



Would you like to learn more?

Are you looking for a reliable supplier for network monitoring, or would you like to know more about the solutions Heynen can offer within the healthcare sector? Please contact Niek van der Borgh, Account Manager at Heynen BV.

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