

AI-driven network helps Australian RSPCA protect and care for animals in need



In 2021 alone, over 24,000 animals came through the doors of RSPCA NSW—across six shelters and three veterinary hospitals—for treatment, protection, rehabilitation, and rehoming.

Thanks to the support of RSPCA NSW's community of animal lovers and a multi-million-dollar grant from the State Government, the RSPCA NSW Yagoona shelter has been transformed into a new state-of-the-art Adoption and Education Centre. The RSPCA NSW chose an AI-driven network from Juniper as part of its digital transformation and in the future is looking to track animals in care using Bluetooth tags.

OVERVIEW

Company	RSPCA New South Wales
Industry	Government and Non-Profit
Products Used	AP43, AP63, EX2300, EX3400, EX4600, Asset Visibility, Wireless (Wi-Fi) Assurance
Region	APAC

CUSTOMER SUCCESS AT-A-GLANCE

Improve access

To data and applications for veterinary staff, educators, and volunteers

Secure guest Wi-Fi

For prospective pet parents

Streamline operations

Two-person team can manage multi-site network

CHALLENGE

Go pawsitively digital

"We are very fortunate to receive support from RSPCA NSW's community of animal lovers and grant funding from the NSW government," says Julian Manche, head of finance and IT at RSPCA.

The funding allowed the RSPCA to double the size of its Sydney head office location, upgrading the hospital, animal areas, education, and public spaces, as well as improve its emergency response capabilities.

A digital transformation accompanies the physical one, allowing the charity to adapt to new ways of working by moving applications to the cloud and modernizing the IT infrastructure.

"Apart from the new building in Sydney, we had an opportunity to refresh the network architecture as a whole," says Maria Aledia, IT operations manager at RSPCA NSW. "We wanted to create a strong digital foundation that was smarter and more reliable."




SOLUTION

AI-driven networking to the rescue

RSPCA partnered with Seccom Global, a managed security services provider in Australia, for an AI-driven enterprise network from Juniper at its Sydney Adoption and Education Centre in Yagoona and is planning an upgrade at its second largest site in the Hunter region. Seccom provides ongoing network monitoring and management, allowing the RSPCA IT team to focus on strategic technology transformation.

“We are working with digital experts like Seccom and Juniper to help our business create a strong digital foundation,” says Manche.

The Juniper Wireless Access solution, driven by Mist AI, provides Wi-Fi that’s predictable, reliable, and measurable. Juniper EX Series Ethernet Switches are used for high-performance switching at its locations. Juniper cloud services, including Juniper Mist Wi-Fi Assurance and Juniper Marvis Virtual Network Assistant, provide IT with clear visibility into the quality of user experiences.


OUTCOME

Serving all creatures great, and small

“As an IT team, we can deliver a more customer-centric experience by enabling digital services for our business,” says Manche. “The Juniper network allows us to extend access to applications and data to our employees and provide a secure guest Wi-Fi.”


Digital transformation has streamlined operational and logistics tasks. Veterinary staff have easy access to their shelter management and veterinary clinic applications from any device as they work tirelessly to care for animals in need. Staff can spend more time rehabilitating and rehoming animals, educating the public, and investigating alleged abuse.

Prospective pet parents can now post pictures when they meet their new addition from the new outdoor meeting area in Sydney.

“The Bluetooth asset tracking in the Juniper network is amazing,” says Manche. “It’s so futuristic.”

RSPCA is looking to leverage the Bluetooth location tracking built into the network so that animals movements can be easily accessible to all on-site staff, meaning animals can be easily located and brought up to their meet and greet requests.

The digital transformation creates new efficiencies to help the RSPCA to care for and protect more animals through its shelters, veterinary hospitals, education services, and investigations into alleged animal cruelty.



“We are working with digital experts like Seccom and Juniper to help our business create a strong digital foundation, that helps us be there for the animals who need us the most. With better data and a modern IT infrastructure, we can get better outcomes.”

Julian Manche
Head of Finance and IT, RSPCA NSW

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