Large scale integrated telephony & network support in a 24x7 healthcare environment

Improving healthcare through technology

After nearly 50 years of service, and while housing 1000 licensed beds in multiple hospital and health center locations, a leading provider of health care in Texas went on a mission to create healthier communities. They believed their success was dependent on a technology infrastructure that simplified hospital operation and allowed clinicians and staff to focus on their life-saving work.

The healthcare provider came to GDT in need of a simple yet flexible communications system for their nurses' stations. They wanted to expand the phone system and they wanted a wireless system that would fully integrate with their Rauland-Borg nurse call and alarms system.

Patient care was of utmost concern. The system had to allow for quick adoption by hospital staff and it had to enable the type of responsiveness needed in a hospital environment. Quite simply, it could not impede the staff's ability to respond to equipment alarms or patient requests.

The client had an existing Avaya platform and had no prior experience with Cisco technologies.

Design **IT**. Build **IT**. Deliver **IT**.

INDUSTRY
Healthcare

CORE PRACTICE(S)
Collaboration
Managed Services

TECHNOLOGY
>1000 wireless phone in 10-pod configs
Cisco Unified Wireless IP Phone
Cisco Unified Communications Manager
Cisco Call Manager

LOCATIONS
3 Facilities, multiple nurses stations

TIME FRAME
120 Days

SERVICES
Comprehensive site survey(s)
Customized design
Inventory auditing
Infrastructure material procurement
Optical cable manufacturing
Pre- and post-install engineer testing
Installation of all associated hardware
"Train-the-Trainer" program
Ongoing NOC monitoring and support

Delivering simplified communications

After close consultation and careful consideration of the critical role of communication in a hospital environment GDT and the client to select a simple, reliable, integrated solution from the Cisco Unified Communications suite. The project took place in two phrases and included the installation of more than 1,000 wireless phones in ten-pod configurations at each nurse station. The solution accommodated the hospital's rotating shift environment and need for group call pickup, and it provided clinicians with notifications of events, messages or alerts wherever they might be. GDT worked diligently, staging and testing the solutions prior to deployment, to ensure a clean and non-disruptive deployment and he GDT "train-the-trainer" approach created in-house experts whose presence would result in significant cost savings and improved usability.

Managing the solution

After deployment, the GDT Managed Services Team took on the task of providing round-the-clock monitoring of the hospital's new system, giving the client the peace-of-mind that comes with knowing their system is in the hands of engineers who know it best. The expertise and customer-first approach of the Managed Services Team further solidified the relationship of GDT to the client. After the success of the first two years, the client signed-on for an additional term, allowing GDT to better respond to the client's current and future hardware and services needs. Additional projects are planned for the near future.

Why GDT

Founded in 1996, GDT is an award-winning, technology integration partner. GDT specializes in designing, building, and delivering best-of-breed technology solutions for service providers, enterprise networks, data centers, and more.

GDT aligns itself with rising technology stars and industry leaders such as cisco EMC² VCE vmware. The GDT team of expert architects and engineers hold the highest level of certification and employ the use of state-of-the-art, LEED certified facilities to translate the latest ideas and technologies into inventive solutions that accelerate outcomes and realize the goals of IT and the vision of business leaders.

GDT Customer Service Center
999 Metromedia Pl.
Dallas, TX 75247
214.857.6100

GDT Houston
10370 Richmond Ave.
Suite 250
Houston, TX77042

GDT Austin
3737 Executive Center Dr.
Suite 120
Austin, TX 78731

GDT Manufacturing
9004 Ambassador Row
Dallas, TX 75247
214.857.6262

GDT San Antonio
210 E. Rhapsody
San Antonio, TX 78216

GDT El Paso
Butterfield Trail Blvd.
Suite 5-E
El Paso, TX 79906

GDT West Coast
4655 Old Ironside Dr.
Suite 290
Santa Clara, CA 95054

GDT Northeast
179 Bear Hill Rd.
Suite 204
Waltham, MA 02451

GDT Arkansas
119 E. Markham
Suite D303
Little Rock, AR 72201

International Offices
GDT Australia
GDT Brazil
GDT Canada
GDT Hong Kong
GDT India
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