



Industry

Healthcare

Region

North America

Solution

Managed Services
Professional Services
Wireless

Dimension Data Contacts

answers@us.didata.com
(866) DIDATA US
www.dimensiondata.com/na

Dimension Data’s Professional and Managed Services Provide Enhanced Network Support Coverage (Uptime) and Reduced IT Costs for New England Hospital

Executive Summary

A 578-bed New England hospital, with the assistance of Dimension Data, completed an extensive network redesign to help the organization remain industry compliant, avoid downtime, address security challenges, and implement a wireless infrastructure. Dimension Data provides managed services in the form of enhanced network support coverage (Uptime) on all the hospital’s network infrastructure, including wired and wireless, to ensure 24X7 coverage. As a result of these initiatives, the hospital has lowered operations costs, reduced downtime, and increased customer satisfaction.

Business Challenge

An acute care hospital in New England has two facilities that provide emergency care, medical/surgical care, maternal and child health, inpatient and outpatient diagnostic services. It has over 3,000 full-time (equivalent) employees, 578 beds in service, and 415,000 outpatient visits a year. The hospital’s technology equipment was dated—which could present a problem in any industry — but the healthcare industry has particularly stringent compliance guidelines to which it must adhere. The network had to be up-to-date to deal with viruses, as well as downtime and redundancy issues. The 578-bed hospital wanted to have a wireless infrastructure to access data such as patient information and prescriptions, but also recognized the implementation would present challenges due to the geography as the hospital was situated in a hilly terrain and cold climate. The implementation would also require strict security measures.

Solution

Overview. The hospital engaged Dimension Data to plan, build, support, and manage its voice and data networking infrastructure via Dimension Data’s professional and managed services capabilities. Dimension Data also implemented a wireless infrastructure to provide wireless Internet access.

Plan. Dimension Data utilized its Primer methodology, a five-phased approach to solution implementation, to ensure a successful engagement. This process included proper testing and training and allowed Dimension Data to monitor projects so they remained on schedule and on budget.

Build. The hospital used Dimension Data’s MACD (moves, adds, changes, deletes) services for network troubleshooting and the installation of all of the core networking and wireless devices (access points), including servers, routers, switches and operating systems. Dimension Data built a wireless infrastructure in a challenging physical environment with strict security measures. In addition, Dimension Data manages the product fulfillment for the hospital.

Support. Dimension Data provides support (Uptime) for the hospital on all of the routers, servers, switches and wireless devices. This includes all the hospital’s Cisco devices, as well as third party devices such as Adtran. The support encompasses troubleshooting and service restoration (restores the configuration files to failed and re-



placed devices), release management (the administration of new software rollouts and hardware releases), software patching, as well as incident management and reactive problem management (process of analyzing the technology environment to establish what caused an incident).

Manage. The hospital uses Dimension Data for staff augmentation services; it currently has a Dimension Data engineer working onsite, on an ongoing basis, alongside the hospital's in-house staff.

Improve. Dimension Data ensured that the hospital's IT strategy, architecture and systems evolved to support its business strategy. Dimension Data's technology and industry experts assisted the hospital with its wireless initiative by understanding the hospital's vision, assessing its existing infrastructure and preparing a technology roadmap.

Benefits and Results

Enhanced service delivery. The hospital has a long-standing relationship with Dimension Data. The hospital has quickly come to recognize the role of the onsite Dimension Data engineer as one of a trusted advisor and an invaluable technical resource who can keep the hospital abreast of the latest technologies and healthcare industry trends as well as ensure the reliability and security of its 24 x 7 operations. Having the engineer onsite enables the hospital's IT staff to focus on its most pressing needs at any given time — whether it is dealing with virus attacks, day-to-day operations or strategic projects. The Dimension Data engineer easily transitions into the role where he is needed most. In addition, Dimension Data's Uptime service provides the hospital with an assigned service delivery manager to expedite service requests and act as an advocate within Dimension Data. The assistance that Dimension Data is able to provide to the hospital's IT staff equates to a higher level of service than the internal IT group can offer the hospital as a whole. A more stable environment and wireless connectivity at 98% of its sites has resulted in increased employee satisfaction for the hospital.

Reduced IT costs. Through the support that Dimension Data offers, the hospital benefits from a reduction in the cost of IT support, an increase in the depth of skills, adoption of best practices, and economies of scale. Staff augmentation lowers its operational costs by reducing headcount and offers lower total cost for same resource. For the hospital's wireless implementation, Dimension Data's Primer methodology negated the risk of incurring future costs such as buying additional equipment that was not needed. The Dimension Data onsite engineer recently fixed an IT problem with existing resources so the hospital did not have to buy unnecessary equipment.

Industry-specific expertise. In addition to keeping abreast of the technology requirements within healthcare, Dimension Data understands the unique requirements of the industry. Dimension Data anticipates the hospital's needs ahead of time as IT downtime can drastically impact its services. Dimension Data understands that the hospital requires expedited equipment delivery and that new technology needs to be up and running without any downtime.