Cooper University Hospital Reduces Costs and Enhances Patient Care with IP Telephony and Wireless Site Survey

NEW YORK – (April 27, 2009) – Dimension Data, a $4.5 billion leading IT solutions and services provider, today announced the implementation of an IP telephony (IPT) solution and wireless site survey at Cooper University Hospital (CUH). For CUH, the leading provider of comprehensive health services, medical education and clinical research in southern New Jersey and the Delaware Valley, these projects have resulted in increased operational efficiency, enhanced patient safety and reduced expenses.

Dimension Data’s wireless site survey documented both Voice over Wireless LAN (VoWLAN) and radio-frequency (RF) coverage requirements, and has enabled CUH to employ radio-frequency identification (RFID) technologies to track moveable equipment, furniture, medical devices and other high-value items. The hospital had been set to order new IV pumps but leveraged RFID capabilities in Cisco’s Wireless Location Appliance to provide an accurate asset inventory – determining that additional pumps were unnecessary and resulting in a $1 million cost avoidance.

In addition, CUH – which previously employed Dimension Data’s services for network integration, security and Microsoft engagements – has been able to wirelessly network its smart IV pumps to distribute drug dosage updates in real time versus one-at-a-time, increasing safety for the patients.

“We were thrilled to jumpstart our wireless infrastructure with Dimension Data, whose expertise has helped us streamline processes, and improve procedures for staff and patients alike,” said Michael Sinno, chief information officer, Cooper University Hospital. “As we seek to be agile,
flexible and competitive, our new, cutting-edge technologies will help us deliver the highest quality of service and execute on our commitment to excellence in medical education, patient care and research."

Dimension Data also worked with CUH to enhance the hospital’s telephony environment. Prior to the IPT solution, CUH was saddled with legacy TDM-based PBXs and key systems that were difficult to maintain. Seeking to increase scalability and add redundancy to achieve 99.999 percent uptime, the hospital asked Dimension Data to implement an IPT solution for its existing data center and new Medical Command Center.

Dimension Data initially deployed 70 Cisco IP phones, and since then, more than 500 additional ones – enabling CUH to save money since voice travels at no additional cost over data lines. CUH has subsequently adopted a strategy of deploying IPT in all new construction areas, including a new 10-story pavilion, the Digestive Health Institute and the Center for Neurological Institute. In addition, Dimension Data upgraded CUH’s Cisco CallManager for enhanced security features and benefits to support the future construction of a CUH contact center. For optimum network performance, CUH also leverages Uptime powered by Cisco Services, Dimension Data and Cisco’s collaborative offering, to support and maintain its IT infrastructure.

"In the health care industry, technology continues to drive advances, especially in patient care, and Cooper University Hospital sets a great example as an innovative institution," said Mark Zerbe, vice president of Converged Communications, Dimension Data. "Its new wireless capabilities and IPT environment help position CUH for future growth and significant cost savings."

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About Dimension Data
Dimension Data (LSE:DDT), a specialist IT services and solutions provider, helps clients plan, build, support and manage their IT infrastructures. Dimension Data applies its expertise in networking, converged communications, security, Microsoft, storage and contact center technologies and its unique skills in consulting, integration and managed services to create customized client services. For more information: Call 866-DIDATA-US or visit www.dimensiondata.com/na.