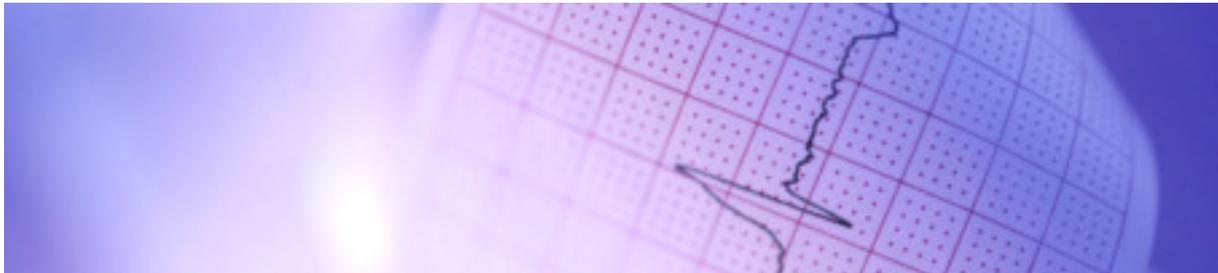




Case Study:



General Healthcare Group



Largest UK private healthcare provider improves patient services with wireless voice.

Overview

General Healthcare Group (GHG) is the UK's largest independent provider of private healthcare in the UK. Its primary business BMI Healthcare has over 70 hospitals and healthcare facilities across the country and treats more than 1.5 million patients each year.

Over the last three years, GHG has transformed its IT operations from having disparate and localised IT infrastructures within each of its hospitals to a fully integrated and converged communications infrastructure, with multiple benefits being realised for patients and staff alike.

The Challenge

Private healthcare has evolved considerably over the last decade, and ensuring the highest standard of patient hospitality and attracting the best calibre of consultants is paramount in delivering premium levels of private healthcare.

Three years ago, GHG faced the challenge of integrating multiple disparate IT infrastructures amongst its hospitals and needed to build an integrated and streamlined IT infrastructure to enhance its operations.

"Working at the forefront of private healthcare, GHG needs to deliver highly efficient patient and consultant services, and our network and communications infrastructure is critical in achieving this," commented Dan Morgan, IT Director at GHG. "Trying to manage isolated IT networks amongst our hospitals however was very resource intensive. Our IT staff were working around the clock to meet the demands of our growing organisation."

About Vanix

Vanix is a highly skilled systems integrator specialising in high performance networks across the LAN and WAN.

Working closely with its customers to identify issues and address challenges, Vanix delivers IP based wireless voice solutions that increase productivity and reduce costs.

Case Study: GHG



The Approach

Having worked with Vanix previously GHG asked systems integrator Vanix to review its IT and communications infrastructure.

Vanix began the project by piloting a wireless network solution, with the idea of giving patients bedside internet connectivity. Following this, one of GHG's hospitals wanted to implement mobile voice as a solution to enhance on-site communications between its highly mobile team of medical staff.

The Solution

Whilst the pilot of the wireless Aruba infrastructure proved highly successful in delivering Internet access for patients, GHG also realised the importance of providing the same service for its consultants who found it invaluable in their day-to-day activities and decided to roll out the Aruba wireless infrastructure to ten of GHG's hospitals.

Once the wireless network was in place, Vanix worked closely with GHG to design and implement a solution that could deliver effective mobile voice in one of its hospitals. As Morgan explained "Initially we looked into completely replacing our existing PBX with a unified communications solution from Avaya, but this proved cost prohibitive. We asked Vanix for their advice, and they suggested a Mitel solution which has enabled us to keep our existing PBX in place by adding IP intelligence to the whole system."

Before the new Mitel solution was installed, all of GHG's hospitals had operated separate PBXs, however once the benefits of connecting and mobilising its voice networks together were realised, GHG quickly decided to roll out the solution further to its call centre.

"We operate a national enquiries centre in Scotland, and our efficiency in handling calls there is critical in maximising the amount of patients that we accommodate and care for. From day one, our new IP voice network from Vanix has enabled us to handle a much larger volume of calls with greater efficiency and more cost effectively, which ultimately means we are more successful as a result."

The Benefits

Using Aruba and Mitel technology, Vanix has enabled GHG to improve its services through an improved patient experience, and has saved the organisation a considerable amount of money on its new voice infrastructure. GHG has also minimised the fear of change amongst its staff, as changes have been implemented and managed gradually.

"With a staged, consultative approach, Vanix and the technology it has provided have completely transformed the way we work, enabling us to leverage the knowledge within our whole group, and finally look and feel like one unified company."

The Future

Over next few years, GHG is planning to migrate all of its hospitals onto the new wireless network, improving its existing services even further.

"With a converged and scalable communications strategy now in place, our IT operations are so much more manageable, and we are realising increased revenues directly as a result."

To find out more about reducing cost and increasing manageability with a converged communications infrastructure, contact Vanix on 0870 3521010, email info@vanix.co.uk or visit www.vanix.co.uk.

