

UC Migration

Our Customer migrates Cisco Unified Communication Collaboration solution from MCS Servers to UCS Virtualization servers and deploy new features to increase productivity and users collaboration.

Customer Overview

Our Customer is a tertiary care hospital with proven years of experience in hospital operation and administration. Its world-class health care facility in King Khalid University Hospital alone comprises more than 48 full-time physicians, 68 residents and fellows and approximately 200 allied health personnel distributed over 10 divisions.

Each month, physicians in the department care for more than 6600 patients on an outpatient basis, admit 55 patients to our hospital services and perform around 600 procedures. The King Saud University Medical City has medical staff experts in various fields of specialization. This core of professionals is complemented by a human resource complement, engaged in allied medical, administrative and support services. Our customer is accredited by the CAP, one of the world's most prestigious accrediting body for international health care organizations.

Business Challenges

- Enhance collaboration among staff to improve patient experiences, enhance physician mobility.
- Implement Scalable, reliable IP communications to all employees 24 hours a day.
- Reduce downtime as Hospital works 24/7.
- Communicate with around 20000 Ericsson phones around the University.

Solution

The suite of collaboration applications is delivered over a Cisco network for optimal user experience.

Cisco Business Edition 7000 on Two Cisco UCS C220 Servers which includes Unified Communications manager core of the Cisco Collaboration portfolio infrastructure, CUCM integrates with Ericsson PBX through E1 interfaces to communicate with more than 20000 Phones around the university.

Cisco Unity Connection robust unified messaging and voicemail solution that provides users with flexible message access options keeping the Users Mailboxes with redundancy deployment and provides Automated Attendant for KSU Medical City.

Cisco Unified IM & Presence deployed to provide presence status for users and calling user's contacts, Instant Messaging, listen to user's Voice Mails and easily showing colleagues presentations and controlling others desktops.

Cisco Jabber used for easier and better communication tool, Doctors can easily be reached internally or externally thanks to Cisco Expressway which offer users outside firewall simple, highly secure access to all collaboration workloads, including video, voice, content, IM, and presence. Helping teleworkers and Cisco Jabber mobile users work more effectively on their device of choice.

With Cisco Unified Mobility features, Doctors can be reached in their GSM Phones automatically if there aren't available in their extensions.

All Applications deployed and Data migrated from MCS Servers to new UCS Servers (separate network) to reduce downtime, just unplug the cables from MCS and plug it into UCS.

Cisco Voice Gateways with E1s for integration with Ericsson PBX and works as CUBE with STC ITSP SIP Provider for external calls access.

Benefits for Business

Simplified Lifecycle Management

- The Cisco Unified Communications system is less costly to manage than the previous PBX systems because of easier addition of new sites, consolidated directory and dial-plan administration, and lower cost upgrades.

Collaboration

- Information exchange and communications between medical staff and patients as they move around hospital.
- Business agility, including speed to market, improved by building a new network which is seen as the platform for growth and new rich media services.
- Enhanced collaboration is driving more efficient decisions and enabling more frequent meetings.
- Reduce Total Cost.

Product List

- Cisco UCS Server BE7K
- Cisco Unified Communication Applications
 - Cisco Unified Communications Manager
 - Cisco Unity Connection

- Cisco Unified IM & Presence
- Cisco Expressway
- Cisco Jabber
- Cisco Unified IP Phones 9971, 7974, 7945, 7942, 7925 and 7926.
- Cisco Telepresence endpoints DX80.
- Cisco Routers 3945.

Next Step

Our Customer will integrate with Tele-Health Contact Center.

For More Information

To find out more about our services, please go to: www.connectps.com