CASESTUDY

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Presidio Networked Solutions Streamlines Communications for Fauquier Health System

FAUQUIER HEALTH SYSTEM

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Fauquier Health System, a Planetree affiliate based in Warrenton, Virginia, provides a range of holistic, community-centered medical services based on 40 different criteria of quality care. The hospital was among five nationwide to claim the elite, Planetree-sponsored, patient-centered care designation. Fauquier engaged Presidio Networked Solutions (Presidio) to help migrate and decommission their Avaya G3 telephony system to Cisco's Unified Communications (UC) platform.

Challenges

When Fauquier selected Presidio, they were looking for assistance in migrating away from an aging phone system and resolving issues with an outdated communications platform. The hospital was also interested in creating a base for future comprehensive UC services. Fauquier and Presidio discussed the advantages of updating their old equipment using Cisco's CallManager system. Presidio offered to speed up the implementation process by quickly decommissioning the old call center switches and instituting the new Cisco system. This new centralized communications platform and the elimination of ongoing maintenance with their legacy system, in turn, represented significant cost savings for the hospital.

Results

Cisco CallManager system provides advanced telephony platform for 1,200+ VoIP handsets, voicemail and dial tones for all patients and physicians in the Fauquier Health System.

Fauquier was able to migrate to the Cisco Unified Communications Manager system away from a competitive provider and avoid yearly maintenance costs on aging phone equipment.

The new Cisco system provided a platform for growing into related UC applications, such as telemedicine, medical device RFID tagging and handheld location tracking of important medical equipment such as IV pumps and wheelchairs.

In addition Presidio performed a wireless site survey and upgrade to provide Fauquier with wireless AP density for wireless IP phone connectivity and location-based tracking services.

Applying the Solution

After beginning their initial migration to the Cisco system on their own, Fauquier turned to Greenbelt, Maryland-based Presidio for assistance in completing a technically chal-

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lenging switchover. A Master UC Specialized, Master Security Specialized and Gold-Certified Cisco partner, Presidio has significant healthcare industry experience and previously had been working with Fauquier Health for three years on related networking projects. By switching telephony providers to Cisco, Fauquier was able to see significant ROI and more accurate predictability of future costs. While there were no implementation difficulties, the Cisco migration timeline was aggressive. This helped to avoid older contractual obligations with the previous provider as well as avoiding substantial maintenance costs for the outdated system in the upcoming year. In addition, as a major suburban healthcare facility, Fauquier had an extremely small window of downtime for tier-one applications, such as telephony. Working creatively, Presidio decommissioned the older system gradually, department by department, at off-peak hours. Having the new Cisco phones set up in parallel meant that as soon as old network cuts were completed, IP switchover could be instantaneous. The success of this Cisco telephony project led to additional A/V, telemedicine and networking projects. The Presidio team redesigned Fauquier's conference room communications as well as establishing a more effective disaster recovery platform.

Key Benefits

Maintenance costs for the hospital's communications and contact center were significantly reduced. The problem of managing two disparate communications systems was also greatly simplified by the Cisco transition. Since the switchover, Fauquier has been able to minimize even their Cisco maintenance because of the ability to standardize communications on one device. A unified platform enables the hospital to gradually scale out for growth as its physical structure and healthcare needs grow. With the Cisco Unified Communications Manager system, Fauquier can eventually implement next generation UC applications and tie into valuable telepresence conference rooms. It also enables connectivity to medical services, such as SMEs for patient care, physician location and medical device tagging to locate vital equipment anywhere in the hospital. In addition, the robust wireless solution that Presidio implemented is measurably improving Fauquier's staff and patient well-being by making communications easier and more fluid.

Project Management

Due to Presidio's established relationship with Fauquier Health System, and its experience in the healthcare industry, it was able to flawlessly meet Fauquier's implementation timelines. The agility and creativity of the Presidio team meant that the hospital realized a substantial ROI on its Cisco adoption. Presidio has developed a time-tested approach to managing IT projects. The Total Success Methodology is based on the Project Management Institute's Project Management Body of Knowledge, the world's most comprehensive quality project management practice. Presidio manages every IT project through five key stages: plan, design, integrate, operate and optimize. Every project, no matter how large or small, is carefully guided through these five stages and is overseen by a dedicated, professional project manager.

For more information on Presidio Integrated IT Solutions, contact us at the location nearest you.

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