Roper St. Francis Deploys High-Performance Wireless and Unified Collaboration, Addressing Today's Problems with Tomorrow's Solutions

Size: 5500 employees, 3 hospitals, and 110 facilities

Industry: Manufacturing

Location: United States

*"Now that the right infrastructure is in place, the sky's the limit for what we can offer staff and patients."*

Jon Skelley
Director of Technical Services
RSF

When IT infrastructure issues threatened staff productivity and patient experience, Roper St. Francis' IT department took the opportunity to turn potential weakness into strength.

RSF is one of South Carolina's leading healthcare organizations and ranks in the top 10% of hospitals nationally. Comprehensive medical care is offered through a network of affiliated practices and services, many of which were acquired over the last several years.

With these acquisitions came nearly 50 different phone and key systems. Besides posing maintenance and reliability issues, the legacy systems had different prefixes and overlapping extensions, making dialing difficult for medical staff and patients.

The growing use of mobile devices was also impacting day-to-day operations. Physicians and staff had moved to exclusively electronic access for critical tasks such as viewing and updating patient records, documenting rounds, and even obtaining patient vital signs in transit. With countless consumer devices competing for the same network

bandwidth, loss of connectivity while providing patient services was becoming a common complaint.

"Mobile demand had us in 'reactive' mode by that point," acknowledged Jon Skelley, RSF's Director of Technical Services. The solution he implemented was designed to ensure that would not happen again.

The Right Time for Change

Wanting to avoid end-user inconvenience, IT had long been toiling to maintain legacy voice systems. But when South Carolina announced plans for a new area code and mandatory 10-digit dialing, IT took that opportunity to standardize and upgrade all locations to VoIP.

Elevating the Conversation

The new solution, especially video, was an immediate hit with end-users, as were simple time-savers like one-click calling from the online directory. Now, tools for enterprise-wide collaboration are taking root across RSF's many sites and practices.

Improved performance and reliability

Introduced cross-site collaboration capability
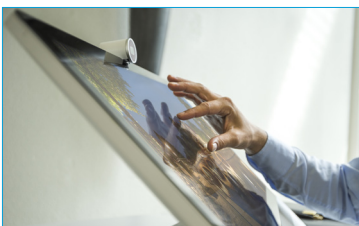
Established a robust, scalable foundation for Interactive Patient Experience

Cutting-edge Connectivity

Aware of mobile's essential role, RSF leapfrogged to a position of strength, replacing every access point and deploying many more on a 5 GHz high density, throughput, and capacity model.

Advancing Innovation

Once connectivity issues were solved, IT could move from reactive to strategic, leveraging the new foundation to create value for the organization and its patients. Work is already underway on a number of innovative applications that improve operations and regulatory compliance, including an exciting Interactive Patient Experience application.

Leading the revolution in healthcare technology

Jon Skelley explains, "This foundation has allowed us to focus on the future. We're working on a state-of-the-art 'concierge' experience for patients and visitors and incorporating wearable devices into acute care. That's just the start. Going forward, as new technology becomes available we won't need time to gear up. We're ready now."

Products and Services

Data Center
- Cisco UCS B200 M3 and B230 M2 Series Blade Servers

Routing and Switching
- Cisco Nexus 7000 Series Switches

Fabric Interconnects
- Cisco UCS 6248 Fabric Interconnects

Network Management
- Cisco Unified Computing System Manager
- Cisco Prime Central
- Microsoft System Center Virtual Machine Manager
- Microsoft System Center Configuration Manager
- Microsoft System Center Operations Manager

Virtualization
- Microsoft Hyper-V
- VMware

Applications
- EpicCare EMR
- Microsoft SQL Server
- Citrix

Collaboration
- Cisco Unified Communications
- IP Phones

OS
- Microsoft Windows Server 2012
- Red Hat Enterprise Linu

Wireless
- Aironet 3700 Wireless Access Point
- 5500 Series Wireless Controllers
- 8500 Series Wireless Controller

For More Information

To learn more about the Cisco solutions featured in this case study, visit:

www.cisco.com/go/networking

www.cisco.com/go/collaboration

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