Alcatel·Lucent

ABS INDIA

SevenHills Health City

Advanced voice solution enables goal of delivering
high quality, patient-centric care

SevenHills
HOSPITAL

Alcatel·Lucent

CUSTOMER AT A GLANCE

SevenHills Hospital, Mumbai
www.sevenhillshospital.com
Industry: Healthcare
Number of beds: 1,500
Number of buildings: 3

CHALLENGES

• To provide world-class voice communications to a brand-new, state-of-the-art hospital

• To integrate with systems and network components from other suppliers

• To provide the features and scalability that allow communications infrastructure to grow as the hospital develops

• To future proof the network

Advanced voice solution to deliver high quality patient care

When the SevenHills Group was developing a new state-of-the-art hospital called SevenHills Health City in Mumbai, India, designed to become a leading provider of care in Asia, it naturally wanted an equally advanced voice solution that would enable it to achieve its goal of delivering high quality, patient-centric care. To meet this need, SevenHills turned to Alcatel-Lucent and local partner ABS India for a Voice over Internet Protocol (VoIP) and unified communications (UC) solution that will enable effective communication within the SevenHills Health City for clinicians, nursing staff, support staff, administrators, patients, and their guests.

The Alcatel-Lucent OmniPCX Enterprise solution deployed at SevenHills and implemented by ABS India was chosen because it offered scalability, flexibility, upgradeability, and a wide range of features, all combined in a cost-effective package that the hospital expects will pay for itself within two years. The solution will eventually distribute voice services to around 4,000 fixed outlets and 150 Alcatel-Lucent IP Touch WiFi phones, and will also provide voicemail for all users. In addition, the solution is being integrated with key applications, such as the hospital's electronic health record and building management systems, to help hospital staff deliver world-class healthcare.

Taking a patient-centred approach to care

The 17-acre SevenHills Health City campus in the heart of Mumbai was formally opened in June 2010 by President Pratibha Pati and will eventually boast 1,500 beds, including 300 critical care beds, and 36 operating theatres, making it one of Asia's largest hospitals. As well as providing both emergency and non-emergency care across a wide range of specialties, the hospital will be home to a world-class research centre and to both nursing and medical colleges.

The hospital is taking a patient-centred approach to care which will be enabled through not only the latest medical equipment, but also a comprehensive electronic medical record that will create a paperless environment at the hospital. In addition to housing these state-of-the-art medical facilities, the campus' three buildings incorporate residential accommodation on the campus for 300 medical staff, helping the hospital's consultants to deliver the best in patient care around the clock.

Better connectivity to improve the patient experience

Alcatel-Lucent is providing Wireless IP telephony and UC services for the whole campus, including the residential accommodation, with the system carrying traffic for a number of key medical and building management applications as well

as voice traffic. "The goal is to allow medical staff to be better connected so they can deliver the best patient experience. You have to remember the importance to patient care of providing the most effective network for the hospital, and the best connections to key staff," says Suresh Kumar, General Manager of Information Technology at SevenHills Health City.

Suresh says the Alcatel-Lucent solution was chosen over other vendors for the variety of features it offers, and the breadth of the product portfolio, which will enable the system to scale as more of the campus is developed, using its flexibility and the option to upgrade with additional features. In addition, Suresh says, "Only Alcatel-Lucent could handle the volumes we eventually anticipate as we roll the solution out through the whole campus." He adds that the Alcatel-Lucent solution also represents excellent value for money, allowing the hospital to expect payback within two years.

Partner offers quality support

Suresh says Alcatel-Lucent partner ABS India was chosen to implement the solution at SevenHills because of the level and quality of the support it could offer. "We talked to some of ABS India's existing customers and all of them were extremely happy with the support they've received from ABS India, which gave us a lot of confidence that they could deliver such a critical part of our infrastructure," he explains. "That's been more than borne out by our experience, with ABS India doing a very good job and delivering exactly what we expected."

So far, SevenHills has deployed an IPBX voice solution over the hospital's wired network that delivers calls to around 1,000 fixed outlets. Eventually, the Alcatel-Lucent solution will support another 3,000 fixed connections, and the WiFi IP phones used by 150 doctors and key hospital personnel, running over a WiFi network that provides complete coverage across the campus. The Alcatel-Lucent solution provides high reliability of these voice services through the presence of redundant appliance servers at two different data centres.

The view ahead

The hospital is now working with Alcatel-Lucent and ABS India to integrate the VoIP and UC solution with a number of applications, including: the hospital's in-house developed Hospital management system ; a nursecall system which allows nurses to receive and respond to patient calls; the CodeBlue alert system, which enables an appropriate emergency team to be summoned in the event of an emergency such as cardiac arrest by calling a single number; and building support systems such as the fire alarm system. Ultimately, the video conferencing technology will also enable collaboration with other hospitals and institutions, and the mobility technology will extend beyond the limits of the hospital campus.

"With the Alcatel-Lucent solution in place, SevenHills will have a world-class voice infrastructure on which to build a world-class healthcare delivery operation," says Suresh.

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SURESH KUMAR, GENERAL MANAGER OF INFORMATION TECHNOLOGY AT SEVENHILLS HOSPITAL

BUSINESS PARTNER INFO
ABS India is Alcatel-Lucent's dedicated business partner in India, with headquarters in Bangalore and an impressive presence across the subcontinent. The company builds, implements, and maintains some of the most complex next-generation communication networks to enable small, medium, large, and multi-location businesses to exchange voice, data, and multimedia information.
www.absindia.net

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