

# Case Study

## Healthcare System

### TeleMedicine Solution



### Client

#### A large, world-renowned healthcare organization

Client is a large, world-renowned healthcare organization with a network of hospitals and physician offices in seven regions across multiple states. Client's core missions are comprehensive clinical service; education and training; and cutting-edge, innovative research.

Challenge	CBTS solution	Results
<ul style="list-style-type: none"> <li>• Client is healthcare organization with employees spread across multiple locations, making face-to-face collaboration difficult.</li> <li>• Client's employees were spending an inordinate amount of time traveling between locations to meet with colleagues.</li> </ul>	<ul style="list-style-type: none"> <li>• TeleMedicine solution, which allows users to participate in face-to-face meetings in HD quality video without leaving their offices.</li> <li>• Solution features low cost of ownership that allows client to pay only for what they use and quickly scale to add additional users or locations.</li> </ul>	<ul style="list-style-type: none"> <li>• TeleMedicine is driving increased collaboration among client's executives and caretakers, which ultimately results in improved patient care.</li> <li>• CBTS provides monitoring and management support for the solution, giving client's IT organization additional bandwidth.</li> </ul>

## Business Challenge

Client depends on continuous collaboration among its executives, caretakers, and researchers to deliver world-class service to its patients, who come from around the world to access care. Client's employees were spending an inordinate amount of time traveling between offices to participate in face-to-face meetings, leading to lost time and lower productivity.

Client approached CBTS to identify solutions that would support its face-to-face collaboration needs, drive innovation, and reduce/eliminate the need for employees to physically travel between its offices.

## CBTS Solution

CBTS recommended client adopt Cisco's TelePresence solution, which allows users to participate in face-to-face meetings in high definition without leaving their offices – a particular pain point for this client. In addition to supporting this client's employees, the solution opens new opportunities for its physicians to collaborate with expert colleagues across the world in support of patient care.

CBTS worked with Cisco to implement a TelePresence trial for the client. CBTS installed two TelePresence units for the client – one at its corporate headquarters, and the other at one of its regional hospitals.

CBTS designed and implemented the solution, which included:

- Visiting each client location to conduct a network path assessment.
- Connecting a router to the network to determine quality of service and confirm the network could support TelePresence.
- Conducting a room readiness assessment to fully understand the layout, lighting, and acoustics.

Following installation, CBTS provided training using a "train the trainer" methodology at each site and also provided training guides.

After two weeks of successful testing, the client's chief information officer—noting the increased collaboration and time efficiencies—purchased additional units for an additional eight locations that now include headquarters, the data center, and six regional hospitals.

## Product/Services Used

- Cisco TelePresence solution that features single screen with up to 1080p60 video resolution, supporting full life-size images, and up to 1080p30 HD content sharing.
- 65-inch screens with a three-camera cluster, microphones, and speakers.
- Automatic segment switching focuses on active speaker.
- Flexible options for data display, such as presentation-in-picture mode, suitable for space-constrained environments.

## Results

- Solution significantly reduced the amount of time—and expense—associated with employees physically traveling between offices, while increasing productivity and collaboration to ultimately improve client care.
- CBTS provides monitoring and management support for the solution, giving the client's IT organization additional bandwidth.
- Solution features low cost of ownership that allows client to only pay for what they use, and quickly scale to add additional locations and users as needed.