

Assisted Living Community Utilizes NVT Phybridge Switch Innovation to Update Communications Network

CASE STUDY

St. John's Communities migrates to IP telephony made possible by the Single Pair Long Range PoE Switch from NVT Phybridge.

Executive Summary

St. John's Communities
Industry: Healthcare, Assisted Living
Communities

CHALLENGE

- Ability to migrate to IP telephony using existing cabling and infrastructure.
- Service disruptions caused by deployment of IP telephony.

SOLUTION

- VoIP migration solution using Long Reach Ethernet Switches, provided by the reseller Rel Comm.

RESULTS

- Non-disruptive deployment in less than an hour.
- Repeatable, predictable process across all locations.
- Lower capital and operating costs.
- No special expertise required.
- Dedicated voice network allowing for greater business continuity.
- No call service/quality issues, during or after deployment.

PRODUCT LIST

NVT Phybridge Switch Series

Challenge

St. John's Home had an older, non-supported Mitel PBX with 80 Admin digital phones and 400 analog sets. St. John's Meadows had an older, non-supported Nortel solution with 44 Digital Admin sets and 300 residential lines that are supported by the local LEC that the residents pay for telephone service independently of the PBX.

The scope of this project was to provide a MPLS network to integrate the two properties on one platform with St. John's Home as the Host site. Rel Comm, the reseller, proposed to upgrade the Mitel PBX at St. John's Home to a Mitel 3300; Rel Comm also proposed to replace the voice mail system along with the Nortel system at St. John's Meadows with an additional Mitel 3300 system.

St. John's Communities had a budget that would accommodate these upgrades, including updating the Digital sets to IP phones, but they did not have the money to update the cable infrastructure and power requirements that were needed for the new VoIP sets.

Solution

Rel Comm recommended the NVT Phybridge solution for the 44 new IP sets for the St. John's Meadows location and a NVT Phybridge unit for 10 IP sets at St. John's Home to accommodate the IT staff. St. John's Communities has since budgeted to add additional NVT Phybridge units to fulfill the remaining 70 Admin phone convergence from digital to IP sets in late 2010.

Results

The ability to add the NVT Phybridge units allowed Rel Comm and the St. John's IT staff to complete the initial stage of this project within their original budget. The costs of the NVT Phybridge units were within the budget cost for POE Switches and allowed this project to go forward. This would not have been possible if the only option had been re-cabling the facilities and the high cost this would incur.

NVT Phybridge's strong technical support helped to solidify Rel Comm's choice in NVT Phybridge solution—the faith Rel Comm put into the staff of NVT Phybridge was the right choice.

Since deployment there has been no quality issues and the IT staff from St. John's Communities is extremely pleased with the NVT Phybridge solution.

"We have had no call quality issues since deployment and we are extremely pleased with the NVT Phybridge solution," – IT Manager, St. John's Home.