



Case Study: Floyd Medical Group

SouthTel Communications

Calhoun, GA 54321, USA

Phone: 800.472.8811

Fax: 866.436.1822

www.southtel.net

Overview

Floyd Medical Group is an award-winning system of health care providers serving Northwest Georgia and Northeast Alabama. Located in Rome, Georgia and is the largest employer in Floyd County with nearly 2,000 employees. Founded in 1942 the organization has grown to include a 304-bed, non-for-profit teaching hospital, Floyd Medical Center and a full range of ancillary healthcare services. Facilities include a state-designated Level II Trauma Center, a behavioral health center, a primary care center and an urgent care network of providers, as well as a host of outpatient services, including the operation of the Floyd County Clinic and an associated pharmacy.

Floyd Medical Center was looking to upgrade their communications system with the latest IP Telephony technology available and to build in redundancy, security and business continuity into their infrastructure.

Technical Design

Floyd Medical had a Rolm 9000 telephone system in the main building and wanted to upgrade to new IP networking technology, and they wanted to add mobility, redundancy, duplication, and centralization across their locations. SouthTel engineers designed a fully redundant solution and added the features and flexibility that would make the staff more efficient and mobile, and it would provide cost savings through centralized management capabilities.

The solution:

- AVAYA Communication Manager S8720 with duplicate processors and power supplies that created critical reliability within the configuration giving them a high level of redundancy.
- Networked two other large locations (over 200 employees each) to the main hospital, with CMS8500 processors allowing centralized administration, messaging, and local survivability with a G360 MG.
- Created a least cost routing and 4 digit dialing across the locations and the doctor's offices to save money and create efficiency.
- Added IP Networking capability in the main hospital with over 500 IP phones and 1300 digital and analog phones. Also added mobility with 100 Spectralink wireless phones for supervisors and nursing supervisors.
- Designed wireless conference room phones for added flexibility and mobility for the staff.
- Designed and implemented a Voicera wireless badge system for the nursing staff and implemented IP softphones on iPaQ PDA's for all physicians in the hospital.
- Created Crash Kits for all systems to cover major and minor failures, implemented eCAS call accounting application to track all calls across all locations to identify toll fraud, emergencies, expense tracking and e911 routing.
- Designed and implemented Bell South network plan for all dialtone, IP lines and network traffic.

Customer Comments

Floyd Medical now has an industry leading technology platform that provides the competitive advantage they are looking for to compliment their world class healthcare operation. SouthTel worked closely with the technical staff at Floyd Medical to implement what they wanted and to suggest many new ideas that would add to the overall efficiency of the hospital operations. "SouthTel provided us with much more than a response to an RFP, they helped us to engineer a technology strategy that matches our business strategy. We continue to do business with SouthTel because they help us to become better at what we do. They provide much more than solutions, they are a trusted partner with high integrity and excellent technical expertise," said Mark Suit, Director of Information Systems at Floyd Medical.

