

## UNIFIED COMMUNICATIONS

A HEALTHCARE  
SUCCESS STORY

UC THAT IS  
COST-CONSCIOUS  
& RELIABLE



## Integrated Technologies Support State-of-the-Art Care

### About the Client

For nearly 100 years, United Hebrew has been serving the residential and care needs of the elderly. Today, United Hebrew has grown into a multi-service senior living campus on 7.4 acres in New Rochelle, New York. The not-for-profit, non-sectarian residential and out-patient community services provider supports over 600 clients with long-term & short-term nursing care, rehabilitation, assisted living, independent senior living, Alzheimer's care, and licensed home health care.

### Their Challenge

In 2008, United Hebrew announced plans for an expanded pavilion to provide nursing and rehabilitation services for 296 residents. The state-of-the-art facility needed to be outfitted with wireless networks, video surveillance and a multi-functional communications solution that also could be integrated with specific healthcare technologies. These included IGEAcare, a family of nurse call products that would help elderly residents alert the nursing staff that they need immediate care. Another technology, TotalKare, would provide video and security alerts for residents who had strayed beyond their designated boundaries.

System reliability was of critical importance. "Healthcare is a 24/7 operation," said Kelvin, Director of IT for United Hebrew. "We couldn't afford to have technology go down at 3AM, or frankly at any time."

United Hebrew had long-standing relationship with ITsavvy, and contacted us for guidance.

### OVERVIEW

**Industry**  
Healthcare

**Client Profile**

United Hebrew operates a 7.4-acre senior living campus in New Rochelle, New York. The not-for-profit organization provides housing, rehab and healthcare services for over 600 clients.

**Business Situation**

The move to a new Facility initiated a search for a phone solution that could be integrated with healthcare technology and could also provide a cost savings to residents.

**Solution**

ITsavvy implemented Cisco CallManager 10.5, IGEAcare nurse call, TotalKare security solution, and a complete Vicon video surveillance network.

**Benefit**

United Hebrew's staff appreciate Cisco's reliable communications and collaboration technology that enables the caregiver team to better respond to resident needs. System-wide UC means that residents no longer pay for individual phone charges.



## Our Solution

Our Unified Communications architects proposed a VoIP Cisco CallManager 10.5 system. The ITsavvy team cabled the entire facility for wireless and installed a complete Vicon video surveillance network. The project also included deployment of the IGEAcare and TotalKare healthcare technologies.

“Cisco VoIP CallManager and Wireless solutions allowed straightforward integration of authorized 3rd party healthcare technologies and video surveillance solutions; and created room for future endpoint expansion as the patient base grew,” said Roy Langhamer, General Manager of the Advanced Solutions Group at ITsavvy. “Our implementation plan was a phased approach, first implementing the new pavilion as construction progressed, followed by the upgrading of the legacy campus as residents were relocated to the new facility.”

United Hebrew recently turned to ITsavvy to upgrade communications capabilities further with video, messaging, mobility and web conferencing.

## Their Success

The facility-wide Cisco VoIP solution now means that each resident no longer has to pay for an individual phone line, which has reduced costs for a population that live on fixed incomes. And with the healthcare industry as a whole striving to reduce costs of care, technologies at United Hebrew must withstand many years of use.

“We don’t have unlimited budgets. As a non-profit, we don’t have the resources to add or change systems every two or three years. For us, it’s more like seven or eight years between upgrades,” Kelvin said. **“We need systems that can last a long time without needing much service.” With reliability on the line, ITsavvy’s partnership with Cisco was the logical choice.**

### FOR MORE INFORMATION,

please contact an ITsavvy Client Executive.

#### ITsavvy

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## The ITsavvy Solution

### HARDWARE

- Cisco CallManager
- IGEAcare
- TotalKare
- Vicon

### SOFTWARE

- Cisco CallManager
- IGEAcare
- TotalKare
- Vicon

### PARTNERS

- Cisco
- IGEAcare
- TotalKare
- Vicon

