

Full Managed Services for a National Medical Centre Group

A national medical centre group with 1,230 staff across 60 sites in Western Australia, New South Wales, Victoria and Queensland needed a single, secure managed services partner. We delivered a national Swoop IPWAN, dual Hyper-V clusters in Next DC data centres, Office 365 email, strict DLP and ISO 27001 controls, a standardised Dell fleet, Ubiquiti switching and wireless, 3CX voice, Meraki cameras, Cisco IPWAN routers and nationwide dedicated support with a 24-hour site visit response.

KEY RESULTS

60

sites on one managed IPWAN

1,230

staff supported nationally

250Mbps+

symmetrical fibre per site

2

data centres with near-instant replication

BEFORE

- 1,230 staff spread across 60 sites in four states with inconsistent IT and support providers
- Each site ran different network hardware, wireless and security configurations
- Patient and corporate data required strict DLP and ISO 27001 aligned controls
- Existing internet connections were unreliable and not suited to cloud EMR, PACS and voice traffic

AFTER

- 60 - sites on one managed IPWAN
- 1,230 - staff supported nationally
- 250Mbps+ - symmetrical fibre per site
- Designed and deployed a national Swoop IPWAN with at least 250 Mbps symmetrical fibre at every site

"Having one national team that understands healthcare IT, from our IPWAN to our phone system, means we can focus on patients instead of technology."

- IT director, national medical centre group