



CASE STUDY - HEALTH

ECHO SERVICES

Comscentre enhancing an essential service

Background

Echo is a specialist echocardiography diagnostic service based in Western Australia. It offers a non-invasive ultrasound screening procedure using sound waves to diagnose heart problems. Established ten years ago at Hollywood Private Hospital in Perth, the business is now vital to the effective assessment and management of heart disease.

As a growing health provider with multiple sites, Echo Services required a voice and data IP network allowing doctors and specialists to communicate and share case images. Currently, images are collected from their nine sites across Perth and sent back to a central server at Hollywood Hospital for analysis and diagnosis.

Echo had experienced an unstable platform with a previous provider (dial-up dropouts, lost lines and long periods of downtime) resulting in major losses in productivity - they needed a better solution.

Brooke Arnold - Financial Operations Manager - Echo Services

Our ADSL network was archaic and did not have the capacity to meet the group's growing needs.

It is critical to have a reliable framework for interventional cardiology. It can help save people's lives, literally.

Solution

Key to Echo Services enhancing delivery of the company's patented echo technology has been partnering with Comscentre. The move supports planned business growth by connecting health professionals via VoIP (Voice over Internet Protocol) and a stable data network. Echo Services plan to franchise the business with new offices throughout the state and country.

Trevor Inglis - Project Manager - Comscentre

We helped them to configure and size each new office. This meant looking at traffic and ensuring the technology was adequate for future growth. We were employed in a consultancy capacity to advise on making their model suitable for future franchising of the technology.

Not only did Echo Services want a stable voice network, new IP handsets and the ability to call free between sites, they also wanted a centralised 1300 number that would point to head office rather than having separate numbers for various sites.

Drew Freeman - Engineer - Comscentre

We removed network variations to have everything come through their main number.

Reception phones were centralised on the main PABX and a fax-to-email function was added allowing fax distribution to all sites via email from one central number. Echo had been experiencing significant outages. Comscentre's aim was to resolve that down time issue. In installing an IP voice and data network, Comscentre provided a redundant DSL network to ensure the system was bullet-proof and guaranteed up-time.

Results

Echo Services was attracted to Comscentre's one-stop-shop model offering one provider all their communication needs.

Brooke Arnold - Financial Operations Manager - Echo Services believes partnering with Comscentre has given the company 'continuity of connection', helping busy stenographers improve business efficiency.

Stenographers can't do their job if computer systems don't work. So if the system is down, they can't send patients test scans. In the past when the system was down, our stenographers would have to burn the scans to disk and drive to Nedlands (Hollywood Hospital in Perth). When we had multiple providers there was plenty of finger pointing but no-one took responsibility. We now have a LAN (Local Area Network) running from hospitals in Mandurah in the south to Joondalup in the north and across to Melbourne, and can direct calls across our network to anywhere in Australia. It has given us a greater capacity to communicate with our customers and has meant we have better utilised staff.

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