

snom

Case Study Birmingham Women's Hospital

A hybrid solution linking the 3CX IP PBX
to their legacy PBX and using
the Patton gateway and Snom IP Phones

Section 1 - Background

Birmingham Women's NHS Foundation Trust provides a range of health care services to women and their families across the West Midlands. The 1,500 person organisation is a charity with an annual income of around £90million and looks after around 50,000 patients a year, carrying out over 3000 operations. In late 2013 the hospital updated their telephony system and Vaughan Data Systems deployed a VoIP Telephony solution for the hospital.

Section 2 – Problem

The hospital had an existing telephone system based on a Siemens PBX services by an external team of phone engineers. They were looking to bring this in house and to move to a combined voice and data solution that they would be able to manage themselves. The finance team were to relocate to a new building and the new IT Team to move in to their offices as the first step in a planned long term refurbishment and rebuilding project. The long term intention being to replace the existing 1000+ extensions on the old system with the new and cost efficient IP solution. The new building had a fibre optic link in place but no cabling so installing cat 5/6 cabling for both voice and data services was a natural and cost effective approach. Competitive quotes quickly determined that the IP based combined solution was no more expensive than extending the legacy PBX and would be easier to deploy as on the new cat 5/6 cabling.

The IT Manager Darren Adams contacted Vaughan Data Systems Ltd, an IT Solutions & Support Company based in Bromsgrove, Worcestershire, following research into the 3CX system online. For VDS this was an exciting project as delivering a quality VoIP system and getting it to work seamlessly with the legacy installed system was a challenging requirement.

Section 3 – Solution

The trial was set up using four Snom handsets provided by VDS, the Patton ISDN Gateway and the 3CX services. The trial took a couple of days to setup and configure and was then left in place for 30 days to enable Birmingham Women's Hospital to test and use the system.

Linking the 3CX to their Legacy PBX was done using the Patton ISDN30 gateway that routes via the ISDN card in the PBX. Although initially this sounded complicated the technical expertise of 3CX, Patton and Snom equipment distributor EFL was up to the challenge and they were able to remotely preconfigure the Patton gateway and assist to set up a free 30 day trial. The main delay's experienced in setting up the trial were related to the time taken to secure access to the hospital systems as the IT environment is highly secure and new device access is locked down.

Section 4 - Benefits

The trial was very successful, there were no problems and no further configuration changes needed and VDS were contracted to manage the project and provide training for the IT staff on how to install and manage the system day to day. No end user training was needed and roll out was extremely fast since the configurations had all been tested at the trial stage.



"When we first looked at this project my thought was how we will ever get it to work, but the hospital were very clear on their requirements and the 3CX, Patton Snom combination proved to be a very viable approach."

Russell Crowe Director of Vaughan Data Systems Ltd.

"The project ran very smoothly and we are very pleased with the results. Over time as new extensions are required our intention is for the hospital to continue to continue to roll out on 3CX using Snom phones. Over the long term we hope to migrate completely to 3CX."

Darren Adams IT Manager Birmingham Women's Hospital.