

Top Cancer Center Teams Stay Connected with VoIP Solution from Netarx

The Barbara Ann Karmanos Cancer Institute dials up VoIP to link organization with one common, easy-to-manage phone system

• SITUATION •

Located in Detroit, the Barbara Ann Karmanos Cancer Institute is home to teams of cancer experts who diagnose and treat patients with world-class precision and compassionate care. It's designated by the National Cancer Institute as one of only 39 comprehensive cancer centers in the U.S. With a staff of 1,200, Karmanos serves approximately 6,700 new patients annually.

As a cutting-edge organization, Karmanos understands that swift and reliable communication is vital—and that was the challenge.

“We utilized multiple phone systems and they were mostly unique by building,” says Kirt Burgtorf, interim Chief Information Officer at Karmanos. “The big issue was the need to dial seven or even 10 digits to call different locations.” **A common, more easily managed phone system was urgently needed.**

The Karmanos team diagnosed the requirement and looked for assistance. “**We were under a short time frame,**” says Burgtorf. “Many parts we could handle ourselves, but we wanted an experienced partner to make certain our decisions were sound.”

• SOLUTION •

Karmanos chose Netarx. “They were ready to jump in and get us operational within the timeframe we needed,” says Burgtorf.

Identifying the ideal solution involved a number of factors: cost of ownership, ease of handling changes, ability to dial four digits to contact anyone, and the ability to support the entire system internally.

Netarx responded to every challenge with a solution that:

- Moved the network to a Cisco-based system, replacing current network switches with PoE Cisco 3560 units

SOLUTION SUMMARY

The Cisco VoIP solution designed and implemented by Netarx streamlines internal communications by:

- Improving ease of mobility for users
- Providing better management of phone system
- Offering wealth of features and potential for added functionality
- Lowering long-term cost of ownership

- Installed Unity system to tie-in the VoIP phone system to the Exchange e-mail system
- Deployed Cisco Voice gateways and CallManager servers at key locations
- Selected three models of Cisco phones: basic 7912 for cubicles and open space locations; 7940 models for most offices; and 7960 units for administrative assistants and small interconnected groups

• RESULTS •

“No one here had much experience with VoIP phones, and we are continuously amazed at the variety of features offered,” says Bergtorf. As people adapt to the new technology, the potential is being realized. “**Having been accustomed to an analog system, to many users these phones are more than a step above the ordinary.** Plus, ease of mobility has proven to be a special benefit to our many on-the-go users.”

In addition to the wealth of features, improved mobility, better management capability and lower long-term cost of ownership, Burgtorf points out additional surprises. “Not only have more locations been added, but new needs have been identified.”