



SERVICE COMMUNICATIONS INC.
Voice • Data • Security • Cabling

Healthcare

The Challenge A large healthcare provider located in the Puget Sound area found themselves in a tough spot – how to move an old cabling wall cabinet out of an emergency room and relocate it to a new telecom closet without disrupting 24/7 service to its patients.

The Solution Service Communications Inc. (SCI) was able to provide the ultimate in flexibility – moving the cabling during the fleeting downtime of an ER room. SCI took advantage of this opportunity to get the job done quickly and with minimal disruption. Given SCI's responsiveness and professionalism, SCI was awarded incremental cabling work that supported in-patient room TV network programming and internet access.

The Results While there was no disruption of service during any of the installations, SCI also identified the need to upgrade the hospital's aging Nortel network hardware. These switches and routers were nearing discontinued availability, so something had to be done quickly. SCI worked with the customer and Nortel to come up with a plan to replace all the network equipment. SCI is now a trusted partner that provides design and engineering support, same day response times and 24/7 Help Desk support.

Testimonial "Our goal was to become a go-to partner, to respond quickly to all requests, and to be sensitive to the hospital environment. We earned our client's trust by being proactive, being familiar with the customer's campus and equipment, and understanding the importance of 24/7 care."
- Mitch Aparicio, Account Manager, Service Communications, Inc.

About SCI

Service Communications Inc. provides installs and supports voice, data, security and cabling systems. SCI's 20 year expertise offers the single source solution that has successfully integrated the network infrastructure needs for the retail, financial, healthcare, education and government sectors, among others.

We Bring Technologies Together

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