



Modernizing Healthcare Communication with Black Box

Black Box's Strategic Deployment of Zoom Phone Upgraded the Hospital System's Outdated System, Enhancing Flexibility and Future Readiness.



Overview

A prominent healthcare institution, established in the mid-19th century and now part of a larger health system, faced a crisis as its primary voice solution neared the end of its life. The outdated system couldn't keep pace with modern collaboration tools like Teams and Zoom, which became essential during the pandemic. Seeking a flexible, mobile, and collaborative work environment, the Hospital System partnered with Black Box. We transformed their operations by implementing a cutting-edge unified communication solution, seamlessly integrating the latest tools, and significantly enhancing the user experience and operational efficiency.

The Hospital System now benefits from a robust and reliable system, enabling its staff to provide exceptional patient care.



Challenges

The aging, on-premises PBX system was nearing its end of life, posing compatibility challenges and hindering integration with modern collaboration tools. The Hospital System required a highly reliable, cloud-based system to ensure uninterrupted on-site communication during outages or disasters. Standardizing and delivering integrated communication capabilities across various locations was critical, as was establishing a centralized platform to streamline dialing and communication across departments. Furthermore, the existing system's limited scalability restricted the integration of emerging healthcare applications needed for future digital care services.



Solutions

To address these challenges, Black Box deployed a cloud-based UC solution using Zoom Phone, leveraging a secure data center. Critical locations received on-site Zonal Policy Service (ZPLS) gateways for resiliency during network disruptions. We integrated their workspace platform with Teams and Zoom, fostering real-time communication. The ZPLS module ensured uninterrupted communication during internet outages. A centralized dial plan, implemented through Oracle Enterprise Communications Broker, streamlined communication across the healthcare system. Integration with Azure AD facilitated efficient user management, and the platform's scalability supported future digital care services.



Outcome

By partnering with Black Box, a Platinum Zoom Partner, the Hospital System implemented a comprehensive UC telephony solution using Zoom Phone, effectively addressing its challenges. This modern, cloud-based platform enhances collaboration, mobility, and future-proof communication, ultimately improving patient care through better communication and streamlined workflows. The modernized communication infrastructure not only positions the Hospital System for continued growth and innovation but also ensures that it remains agile, responsive, and capable of meeting the demands of future healthcare advancements.

