



State Hospital Replaces Entire Network and Telephone Infrastructure

The Napa State Hospital (NSH) is one of five hospitals and the oldest hospital operated by the California Department of Mental Health. Their primary responsibility is to provide the individuals that they serve with the best possible medical care for a variety of psychiatric conditions.

CHALLENGE

NSH presently occupies almost 200 buildings located across a 200 acre campus in Napa, CA. In order to allow the implementation of VoIP across their entire campus, NSH needed to upgrade their existing networks and systems, replacing their entire voice, video and data infrastructure.

This showcase facility for Cisco VoIP in the State and for the Department of Mental Health is a template that will be repeated at the other four DMH hospitals. It was critical to NSH to find a partner with the necessary expertise in deploying converged networks that could deliver the new VoIP system and supporting network on time and with minimal risk to continuing operations. The most immediate goal of the project is to increase the total number of telephones by 250 handsets for a total of almost 1700 handsets.

NEXUS APPROACH

Nexus began a lengthy twelve-month discovery and design process, following their unique customer-centric approach. This six-step consultative process enables Nexus to Prepare, Plan, Design, Implement, Operate and Optimize individual, customized solutions for each customer. As a result, Nexus was able to demonstrate the best and most reliable technical solution for NSH and also provide some significant ROI.

SOLUTIONS

Napa State Hospital took advantage of the State's Calnet2 Contract with Verizon for all of the professional services as well as all the hardware that could be purchased through the Calnet2 vehicles. Nexus pulled together all the required information, ensuring that the NSH fiber optic infrastructure could handle the loads planned. As a direct result of Nexus' design work, NSH was able to obtain the first ever exemption from the California Department of Justice to operate the California Law Enforcement Terminal (CLETS) system on a Nexus-designed network and not over the traditional DOJ network.

"We have never worked with a vendor like Nexus before. They are uniquely qualified to handle large hospital advanced technology projects. Nexus and others spent a tremendous amount of engineering time and effort to collect all of the information necessary to design and deliver an advanced IP telephone system to this 1100+ bed hospital," said George Knight, Napa State Hospital IT Director. "Their implementation has been flawless and the benefits of their design will support this hospital and eventually all of the hospitals in our system in the near future."