

# Nepean Hospital

## CCNA deliver the right prescription for Nepean Hospital's comms

Penrith-based Nepean Hospital is a dedicated medical facility in the Nepean Blue Mountains Local Health District, providing essential health services to one of Sydney's fastest-growing regions. The mission of the Nepean Hospital team is always to deliver "excellent care in a safe environment for patients, staff and the wider community." A tangible example of this dedicated belief can be seen in Nepean Hospital's focus on ensuring the quality of their communication systems and customer support services were effective and secure.

Just like with doctors themselves, the effectiveness and reliability of a hospital's support lines can be the difference between life and death. Nepean must ensure upgrades or integration of the communications systems within the medical environment is seamlessly executed, without service interruptions, to meet the needs of their rapidly growing community.

Nepean Hospital identified they needed help to effectively be able to scale their communications systems to continue to serve their growing communities needs with the essential attention to quality and care. Integrating such a complex and critical telephony system would require experience and skills that previous partners in the sector could not deliver. Fortunately, Nepean Hospital found the right prescription for their communications needs in CCNA. CCNA effectively reconfigured the Avaya Aura Device Services (AADS) to authenticate through to their Lightweight Directory Services (LDS) to ensure a high performing and secure telephony system Nepean Hospital and their community could rely on as they continue to grow.

This successful critical delivery left Nepean Hospital impressed, and they further engaged with CCNA for an audit of their entire system. The audit identified irregularities, some significant, placing Nepean Hospital in a strong position to manage the current systems and provide its critical services effectively.



### Project Completion Survey

The Project was successful in meeting the agreed outcomes



Please rate the level of expertise and knowledge demonstrated



The Project was managed and well-communicated at all times



How satisfied are you with the overall engagement from CCNA?



I would engage CCNA again for future Projects



Thinking about a similar project?

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