

Case Study

Industry: Healthcare

Medical Center

Project: Structured cabling network infrastructure

Major challenge: Coordinating multi-site installations/MACs



The background.

Black Box's relationship with one of the largest medical centers in North Carolina began in 1990. The health-care company needed a reliable, high-quality service provider for routine moves, adds, and changes (MACs) at its hospital. The company chose Black Box. Because of the large volume of day-to-day MAC work, Black Box stationed one to two technicians on-site at the hospital. This relationship continues today.

The expansion plans.

Over the past decade, the healthcare provider expanded its operations at its existing hospital and medical center, and also opened multiple off-site clinics, which include test facilities and physician offices. Although some facilities were new construction, most were existing buildings that required complete structured cabling retrofits. The company chose Black Box as its structured cabling provider.

To date, Black Box has installed structured cabling in 42 off-site clinic campuses encompassing 45 buildings. Since the healthcare provider is still expanding, the number continues to grow.

The system.

Black Box worked with the healthcare provider to ensure that the new structured cabling systems will support the company's data throughput needs well into the future. The systems primarily consist of a combination of fiber backbones for campus connections, CAT5e horizontal for desktop connections, and some wireless networking setups.

The challenge.

The primary challenge is coordinating the structured cabling system upgrades—which are taking place at as many as three or four clinics at a time—with the day-to-day MAC work at all existing facilities. These large-scale installation projects are coordinated through the Black Box office in North Carolina.

To provide the healthcare company with the best service possible, Black Box assigns dedicated teams to each off-site installation project. Some projects demand a team of four technicians for three to four months. Others may require only a few technicians for a shorter period of time.

All structured cabling installations have to be carefully planned according to schedules that affect not only Black Box, but also construction crews and other service providers. Black Box also manages the structured cabling material procurement, which must be timed for installation to meet these pre-set deadlines. Before completion, all installations are tested and certified.

In addition, Black Box coordinates all the MAC work for the healthcare provider at its existing sites. The work orders go through the Black Box team stationed at the main medical center facility and to the Black Box office for coordination. This way, Black Box can ensure there are enough technicians to handle the work at any given site. This is especially important because the MAC orders are done promptly, usually within three to five days. Depending on the complexity and number of MAC orders, Black Box often stations technicians at various clinics for an extended period of time.

Because of its long-standing relationship with Black Box, the healthcare company trusts us to efficiently coordinate and execute all structured cabling installations, as well as routine MAC work.



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