



Park Ridge Telecom System

Business Situation

The facilities at this location were using a PBX switch that was installed over 15 years ago. It was important to determine if the system was adequate to support the growth over the next two years or if the hospital should invest in newer technology.

Action

HPA interviewed internal clients to understand any issues with the system. This information was combined with the facility plan for the campus to assess the use of the current equipment. It was also necessary to look at upgrade options and costs from third party vendors to understand the financial impacts of the choices.

Results

The current switch was determined to be inadequate for Park Ridge and that it should be replaced. A recommendation was made to Park Ridge management for the replacement along with NPV (Net Present Value) determination and leasing options. The switch was replaced to allow for continued growth.