



## Oneview Delivers Risk-Free Costless Entertainment Solution for the National Maternity Hospital, Holles Street

The National Maternity Hospital – also known as Holles Street – is one of the three main maternity hospitals in the city of Dublin. It has been providing Obstetric and Gynaecological care to women and Neonatal care to babies since 1894.

Holles Street has concluded a partnership deal with Oneview Ltd, which will enhance a patient's entertainment experience by providing an innovative integrated bedside entertainment, communications and education system.

### The Brief

Oneview approached the National Maternity Hospital in 2006 with a number of key activities that could enhance their inpatients experience. One of these was to provide additional services to patients and their extended families.

Initially, the National Maternity Hospital envisaged that a state-of-the-art system would require a capital or leasing cost for the equipment in addition to an on-going fee to an external supplier for support of the system. This approach had two inherent disadvantages:

- It would result in the investment of funds outside of maternity patient care, the hospital's core speciality
- It would expose the hospital to costly and potentially limitless future spending.
- The ultimate solution addressed both of these issues by delivering a risk and cost free solution.

### The Oneview/Data Electronics Solution

Having received an RFP for the project, Oneview, a leading provider of in-house patient and education systems, immediately identified a more cost-effective and better serviced solution.

The National Maternity Hospital selected Oneview to provide a complete bedside entertainment solution at no cost to the hospital; Oneview has taken full responsibility for all costs associated with the service. This included the capital costs of the installation, and the on-going costs of operating the system. This project will generate additional revenue for the hospital which can be channelled back into core patient care.



## CASE STUDY

The equipment built using best-of-breed hardware from third-party vendors and Oneview's own software – provides terrestrial TV, digital satellite TV, Internet access, audio books, e-learning and VoIP. “Using VoIP, patients can make calls over the internet, speaking at length to family members in the US for a little as five cents,” said Neill Ryan, Sales Director, Oneview. “The e-learning modules on the system provide valuable advice to new parents and reduces the advisory burden on medical professionals in the hospital.”

System support and monitoring is a crucial factor for the successful implementation of the system. That's why Data Electronics managed IT services are a central pillar of the project, providing connectivity, storage and support from its data centre in West Dublin.

Data Electronics monitors the entire system, both on-site at Holles Street and from its state-of-the-art facility in Kilcarbery Park, from where it provides real-time support on a 24 x 7 basis.

This monitoring and problem escalation solution from Data Electronics ensures that the system is kept up and running and provides a high-quality service to patients, even during peak utilisation. Data Electronics provides a seamless managed service for the system, including internet access and firewall security across a secure Virtual Private Network (VPN) for critical infrastructure. Data Electronics stores all of the content on the system and provides a backup service to ensure that no data would be lost in the event of a system failure.

“By monitoring the system over time, we can recognise trends, which allows us to identify and resolve bottleneck and load balancing issues,” said Daniel Tinkiel, COO of Data Electronics. “Data Electronics scalable offering is ideally complementary to OneView's solution.”

“If we had not signed up to Data Electronics managed services solution, we would have spent as much as €1,000,000 on back-end connectivity, processing and storage capacity,” said Neill Ryan. “Under this arrangement, any increase in our requirements is handled seamlessly in a cost-effective way by Data Electronics.”

Under Oneview's partnership with the National Maternity Hospital, some terrestrial television services and the e-learning system are provided free of charge to patients. Additional services are provided to patients on a pay-as-you-go basis, at no cost to the hospital.