

CTS**YOUR VOICE & IT EXPERTS**

CUSTOMER EXPERIENCE



"For 20 years, we've counted on CTS for new technology to improve our hospital operations. During our recent renovations, CTS made sure we didn't skip a beat delivering quality care to our patients."

- Sheldon J. Stein
President and CEO

Customer Highlights

- Children's Healthcare Provider
- Serving low-income patients

Solution Overview

- Mitel MiVoice Business system
- Mitel Contact Center
- 1,000 IP Phones
- 5 VTEL Video Systems
- 12 HP Gigabit Switches
- HP Fiber Backbone

Key Advantages

- Improved patient response
- More staff collaboration
- Easier IT administration
- Outstanding technical support
- Networked for future growth

Mt. Washington Pediatric Hospital

Founded in 1922, Mt. Washington Pediatric Hospital has become the premier provider of specialty health care for children in the Baltimore region. The hospital, known for providing a full range of quality rehabilitation services at its location in northern Baltimore City, also offers select services in Forest Hill.

From analog to digital...

CTS began its relationship with the hospital in the late 1990s when it worked with CIO Tim Brady to implement a Mitel digital phone system, replacing an outdated analog system. Hospital president Sheldon Stein and Director of Networks & Telecommunications Kevin Brown have also been key players in technology planning and decision-making over the years.

Later, as VoIP systems advanced, the joint decision was made to transition the hospital to an IP infrastructure. An HP fiber backbone was installed to support increased bandwidth needs and converge voice and data applications. The upgrade enabled the hospital to add new tools and lower operating costs.

The transition to IP

CTS president Jeff Nolte noted, "This year we finished replacing all of the 1,000 digital phones with IP phones. We went floor by floor in the hospital and upgraded the Forest Hill location so personnel there could telework from Harford County into the Baltimore City hospital."

Connected for collaboration

With the addition of Mitel's MiCollab app, hospital staff can now collaborate anywhere, on any device with the same set of tools and a consistent look and feel – whether in the office, at home, or on the road. They also have tools such as presence availability, chat, and mobile access to files and documents.

According to Tim Brady, the hospital's 20-year relationship speaks volumes about the confidence and trust they have in CTS. "Our technology partnership with CTS has resulted in better internal communications, staff productivity and patient outcomes – everything we work on helps the children we serve."

The history of service continues

The hospital is not finished implementing innovative technologies. In the planning stage is a mass notification solution that will alert hospital staff to emergency situations over SMS, email, desktop alert, as well as landline and mobile phones. When the hospital is ready, CTS will make it happen and write another chapter in its long history with Mt. Washington Pediatric Hospital.

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