

## A Telecom Hospital for the Healthcare Industry

### A Poster Child for Unified Communications

Carl Weinschenk could not have been more spot-on when he referred to the healthcare industry as the poster child for the advantages that Unified Communications promise. The need for immediate communication between doctors, nurses and other hospital and healthcare practitioners alone is enough proof to back up this statement.

In an industry where a lack of communication possibilities can literally be the difference between life and death, adopting a Unified Communications (UC) solution that integrates voice, multimedia, data and mobility is more than an attractive idea. This is not to say that the transition will be easy. Seldom will an industry see a new opportunity presented without new challenges and obstacles attached to the process.

### Providing a Solution to the Healthcare Paradox

Possibly the most difficult challenge the healthcare industry faces, is the unavoidable resistance to change. When you are in the business of saving lives, technological reliability is key.

Healthcare organizations are not keen on replacing their trusted and working systems regardless of the possibility of carrying a single wireless device as opposed to three or more. The reality is that many healthcare organizations are using mobile devices from different vendors which means there are a number of different handsets and frequencies used throughout the hospital.

Implementing a UC solution is another challenge healthcare practitioners face. Learning, understanding and adopting new technology can be complicated no matter the

industry. Most likely, medical professionals will not have, nor care to spend the time required to learn and understand a new technology. This is why the transition to UC must be smooth and fairly simple to maintain.

Combine security and privacy issues with Health Insurance Portability and Accountability Act (HIPPA) compliancy issues, and now you are faced with the timely demand to have a state-of-the-art, robust UC system in place.

However, the cost of switching to a UC solution is at least doubled for healthcare facilities compared to other industries due to the sheer size of the industry and capabilities required for an integrated network. Because not all healthcare facilities will be able to afford new technology, many healthcare IT departments are looking for solutions that can extend the life of their current network. Telmar's solution to the problem is simple: serve as a telecom hospital for the healthcare industry.

### A Blended Approach to UC

Telmar's enterprise business unit offers healthcare facilities and practitioners a comprehensive suite of repair, replacement and inventory management.

Our blended approach allows hospitals, medical centers and doctors to maximize their current investments while migrating to a robust communications solution to meet their future needs.

With more than 46 years of experience, Telmar offers distinct UC solutions to the healthcare sector. Our Unified Communications solutions provide greater flexibility, faster resolution and multiple manufacturer coverage with renewed warranties, all at a lower cost.



## Extend the Life of Your Network Communications Investments

Telmar's Unified Communications solutions extend the life of your products by repairing current faults, replacing deficient components, testing to OEM specifications, and backing refurbished systems under a new warranty for up to three years. If you need your repairs in a hurry, we offer Same-Day Repair and 24-Hour Advance Exchange because it's critical to ensure your healthcare facility and practitioners are able to function and communicate with your patients and staff. Our repair services are backed by years of experience, qualified, OEM-trained technicians, and services performed in our state-of-the-art repair facilities.



### Buy or Repair: Telmar Has the Solution

Telmar offers multi-vendor, certified repair services for Enterprise equipment and CPE. Or, if you need to supplement your current Unified Communications network, we have certified pre-owned or new equipment (TDM, Hybrid IP, IP and Multimedia) that you can purchase. We offer a wide range of legacy, VoIP and wireless equipment, and provide full-service repair and replacement services at our world-class facilities including:

- Multi-Vendor Certified Repair Services
- Spare Parts Management
- 24-Hour Advance Exchange
- Technical Support
- System Configuration and Installation/Removal
- Warranty Management
- Remote Monitoring
- Asset Disposition and Consignment
- Logistics and Warehousing
- In-House Paint Facilities
  - Sandblasting - Powder Coating
  - Wet Coating - Silk Screening

To learn more, contact us at  
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### About Telmar Network Technology

Telmar Network Technology delivers compelling solutions that extend the life of critical network equipment, generate significant cost savings and increase operational efficiencies for OEMs, Enterprises and Network Service Providers around the globe. For more than 46 years, Telmar has provided multi-vendor repair to OEM specifications, spare parts management, legacy product development and enhancements, as well as certified pre-owned products for the communications market.

An active member of QuEST Forum, Telmar is committed to upholding the highest standards of quality in its products and services. Headquartered in Plano, Texas, Telmar operates facilities throughout the United States and Canada, and in Brazil, Mexico, the United Kingdom, the Netherlands, Belgium, India, and Malaysia. Its facilities in North America, India, and Malaysia have achieved TL 9000 certification. For additional information about Telmar Network Technology, please visit us at [www.telmarnt.com](http://www.telmarnt.com).