

## CASE STUDY

# NEW COMMUNICATIONS NETWORK FOR SILOAM HOSPITALS GROUP

The leading Indonesian health service provider demands high standards of quality and sustainability in its work. These aspects were precisely what convinced it to opt for a Datwyler system solution when installing new cabling in SHG hospitals.

The Siloam Hospitals Group (SHG) is Indonesia's most modern health service provider, and with more than 2200 doctors, nurses and medical personnel aided by cutting-edge technology it supplies first-class medical care to over one million patients every year. The group is also committed to a policy of equal opportunity, and is endeavouring to give more people affordable access to better medical services.

The Group's hospitals in Indonesia are benchmarks for quality medical care. They are based on ultra-modern technology and equipment, as well as on highly trained staff. SHG's close collaboration with the Mochtar Riady Institute for Nanotechnology (MRIN) on the one hand and the medical faculty and School of Nursing of Universitas Pelita Harapan on the other is unique in Indonesia. SHG's quality assurance scheme has also won international acclaim: in 2007 the Siloam Hospitals Lippo Village (SHLV) was the first hospital in the country to be accredited by the Joint Commission International (JCI). Three years later it received this prestigious certification again.

### Quality and sustainability

Last year, when SHG was planning the new communications cabling for its hospitals, it ended up opting for an equally modern high-performance solution: structured premises cabling with a Datwyler Cabling Solutions system. In choosing Datwyler, SHG deliberately decided to place its trust in a traditional company with a long history and a reputation for premium quality and sustainability. Datwyler can also provide many references testifying to its successful project track record and backs up its solutions with logistic and technical support. Other important factors for SHG were an in-depth understanding of their specific needs, the good price/performance ratio of the cabling system offered, and the long-term system warranty.

Plans for the new communications network were initiated in 2012 and quickly finalised, allowing installation work to begin the same year. Installations in the hospitals at Balikpapan (photo), Karawaci and Kebon Jeruk were successfully completed

during the past few months. One of the existing sites will be re-cabled in 2013 and installations in 40 further buildings are planned to extend into 2015.

### High bandwidths

The installation comprises a star-shaped system currently using around 300 kilometres of halogen-free Cat.6 copper data cable. Fibre optic cables with OM3 multimode fibres were installed in each network backbone to ensure that bandwidths were high enough for the numerous applications used. At the same time the fibre optic backbones allow direct online links to the insurance companies. There are, in addition, 25-pair telephone cables for all the voice services.

The copper network supplies the whole building - all the patients' rooms and offices, the conference area, communal areas and corridors. The full range of hospital systems are integrated into the new network, including medical instruments and equipment such as heart function monitors. Before long remote control centre monitoring will be added to the network in all the hospitals.





### **Close collaboration**

The Datwyler teams from Singapore and Indonesia collaborated closely with SHG, both in drawing up the rough network concept and in detailed planning. Datwyler continues to support SHG on the spot with site reviews and installation monitoring. It is especially important here that the team should react fast and flexibly to

the challenges of each site and be able to implement rapid last-minute changes. This has ensured that so far installation, acceptance, system testing and commissioning have gone to plan in every respect.

Today each of SHG's newly cabled hospitals boasts a high-performance communications network marked by secure, trouble-free operation. The price is contractually guaranteed by Datwyler for five years, allowing SHG to control its budget and plan its costs for all the subsequent projects.

An added bonus is that the new cabling structure now enables SHG to handle documentation much more simply and effectively than before.

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