Customer Profile:

![Island Hospital logo]

Island Hospital is a 43 bed general hospital located in Anacortes, Washington on the Puget Sound northwest of Seattle. Opened in 1962, the hospital has 500 employees and last year was ranked one of the top 100 hospitals in the country.

"D-Link has really great support and that is worth a lot. With medical needs 24x7, downtime is not tolerated."

*- Rick Kiser
Assistant Director, IS
Department Island Hospital*

Washington's Island Hospital Chooses D-Link Switches For High-Level Support at a Lower Cost

The Challenge

The Island Hospital network was designed 11 years ago as a flat, address-based network, built on SMC switches accommodating 1000 IP addresses. A recent hospital expansion doubled the size of the facility. The demand for IP addresses was further exacerbated by the hospital's implementation of the Vocera system, which consists of wireless communication devices worn by employees, as well as the addition of critical medical diagnostic and imaging equipment. Productivity began to suffer when 75 employees needed the Vocera system, yet as the hospital's needs outgrew the network, there were only 13 IP addresses still available.

To make matters worse, the SMC switches started to fail. That's when Island Hospital's Rick Kiser, Assistant Director of IS, called in D-Link VAR Northwest Computer Support (NCS). NCS introduced Kiser to representatives from D-Link. It was clear that Island Hospital needed to replace every switch and add desperately needed port capacity to the new network.

The Solution

Availability and price were important, but since a hospital needs to be up and running 24x7, reliability and stellar customer support were at the top of Island Hospital's list of requirements. The Island Hospital IS staff sought advice from the local school district and the University of Washington Medical Center, the largest hospital in the state. Both entities were using D-Link switches and were extremely satisfied. Completing their due diligence, the team also evaluated products from several competitors and it became clear that D-Link was the way to go. D-Link switches were considerably less expensive, and the company has a reputation for outstanding customer support.

"D-Link has really great support and that is worth a lot. With medical needs 24x7, downtime is not tolerated. Failed switches need to be replaced immediately," said Kiser.

Ultimately, Island Hospital chose DXS 3250 switches for the backbone and DXS 3227 POE D-Link switches

Located in Anacortes, Washington, Island Hospital is known for its big-hospital range of service in a small acute-care facility.

DXS-3250 - 48-Port Gigabit Wireless-Ready Switch + (4) Combo SFP Ports + (2) Optional 10-Gig Copper/Fiber Uplinks

- 'Wireless-ready' Layer 2+ Switching for Seamless Roaming and Centralized AP and Wired Network Management

- 48 10/100/1000 Ports with 4 Combo SFP in 1RU Chassis

- Optional Dual 10-Gigabit Stacking/Uplinks through Fiber XFP or Copper CX-4

- Preconfigured ACLs Protect Against Known Attacks

DXS-3227P - 24-Port PoE Gigabit Wireless-Ready Switch + (4) Combo SFP Ports + (1) Fixed XFP Port + (2) Optional 10-Gig Copper/Fiber Uplinks

- 'Wireless-ready' Switching for Seamless Roaming and Centralized AP Management

- 24 10/100/1000 Ports with 4 Combo SFP in 1RU Chassis

- Built-in XFP Interface and Optional 10-Gigabit Stacking/Uplinks

- Preconfigured ACLs Protect against Trojans, Worms, and More

- 24 Ports of 802.3af PoE

as the core of its 50+ switch solution. The installation was performed in house and was designed as a star type topography with two head end switches. Each data frame is a redundant circuit.
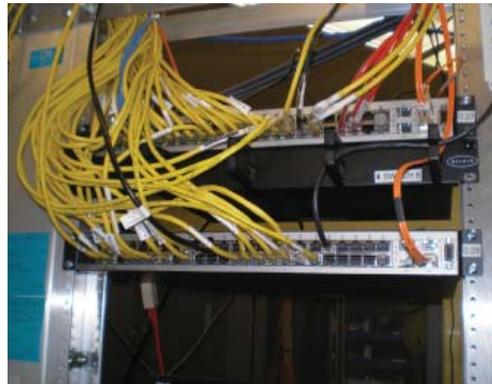
The DXS-3250 and DXS-3227P switches from D-Link help keep Island Hospital's network up and running 24X7.

"Working with the D-Link folks we designed a VLAN network. Each data frame is on its own VLAN, which gives us a lot more control over the network since we can isolate precise data frames if a virus is running around or to perform management tasks," said Kiser.

Island Hospital began the project by setting up a dummy network, which went through a testing phase for two months. Once the VLAN was up and running and the switches configured, the IS department began to roll out the new network. Due to the nature of hospital business, the implementation needed to be gradual, as it is impossible to take the entire network offline at any time.

Another major concern was network security. With lives potentially hanging in the balance and serious regulatory compliance issues like HIPAA, a virus could be catastrophic. The D-Link VLAN makes viruses one less thing to worry about.

Extreme reliability also played a major role in the choice of D-Link switches, since a hospital network has to be as redundant as possible. "We're set up for failover. Should any one switch fail, we only lose a few devices," said Kiser. "And any time we've had a problem I call NCS and we get a replacement switch the next day. That makes me sleep better at night."