



# ROYAL FLYING DOCTOR SERVICE KALGOORLIE HEALTH CENTRE

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## How Qbit Designed and Implemented RFDS's Health Centre Technology and Infrastructure

### The Challenge

The Royal Flying Doctor Service (RFDS) Kalgoorlie Health Centre needed robust, secure, and reliable technology to support its essential medical operations. Operating in Kalgoorlie presents unique challenges: harsh environmental conditions, risk of heat and power outages, the need for the highest data security, and the requirement for seamless technology to support staff and patient care. Below, we outline each challenge faced and how Qbit provided a tailored solution.

# The Qbit Approach: Problems and Solutions

## 1. Hosted Server Environment

- **Problem:** RFDS needed a flexible, scalable hosted server environment to run Best Practice software for current and future medical centres, but Kalgoorlie's heat and power reliability posed serious risks to onsite infrastructure.
- **Solution:** Qbit delivered a high-availability hosting solution using our Nutanix server cluster at NEXTDC. By locating core infrastructure offsite, we provided resilience against heat and power issues, ensuring that critical systems remain online and ready for expansion as RFDS grows.

## 2. High Security

- **Problem:** Protecting sensitive medical data was non-negotiable. RFDS required top-level security and round-the-clock protection against evolving cyber threats.
- **Solution:** Qbit implemented Sophos Managed Detection and Response (MDR) for 24/7 security monitoring, alongside Microsoft Business Premium with its suite of advanced security features. This delivers a layered, best-practice defence for patient data and organisational IT assets.

## 3. Hardware Procurement

- **Problem:** The centre needed reliable, high-performance hardware. Everything from workstations, Wi-Fi, firewalls, printers and more. All to keep staff productive and care seamless.
- **Solution:** Qbit used our considerable buying power to ensure cost effective provision of all IT hardware. We supplied, installed, and configured all required hardware: computers, monitors, modems, firewalls, routers, printers, photocopiers, and comprehensive WiFi infrastructure. This ensures a fast, secure and stable environment tailored for busy medical professionals.

## 4. Physical Security

- **Problem:** Ensuring the physical safety of staff, patients, and assets was essential, with a need for modern security systems suited to a medical setting.
- **Solution:** Qbit installed and configured an integrated security suite including CCTV cameras, alarms, panic buttons, and door access controllers, giving everyone on site peace of mind.

## 5. Cabling

- **Problem:** Seamless connectivity was required for computers, security systems and alarms, all needing professional cabling for reliability and future growth.
- **Solution:** Qbit designed and installed all necessary cabling, ensuring robust networking for every system across the centre and supporting both current needs and future expansion.

## 6. One-Stop Shop, Quality Guaranteed

- **Problem:** RFDS wanted a single, trusted provider with no need to manage multiple contractors or risk quality inconsistency.
- **Solution:** Every aspect, from infrastructure to cabling and security was delivered by Qbit's in-house team of experts, ensuring a seamless project with consistent standards and one point of contact.

## 7. Ongoing Support

- **Problem:** RFDS needed long-term peace of mind that their technology environment would remain up-to-date, secure, and reliable as needs evolve.
- **Solution:** Qbit will continue to manage and support the system under a fully managed ICT contract, providing proactive maintenance, updates, and expert assistance for years to come.

## The Result

With Qbit's comprehensive, solution-focused approach, RFDS Kalgoorlie Health Centre is ready to operate with confidence: their technology is robust, secure, and tailored for the vital work of their medical teams. And with a fully managed ICT contract, they can focus on delivering healthcare to the community, knowing Qbit will be there to support them every step of the way.

It has been a privilege to collaborate with the RFDS on this project. Qbit has proudly supported the RFDS through donations over the past five years, and contributing to the success of this initiative has been a highlight of the year.



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