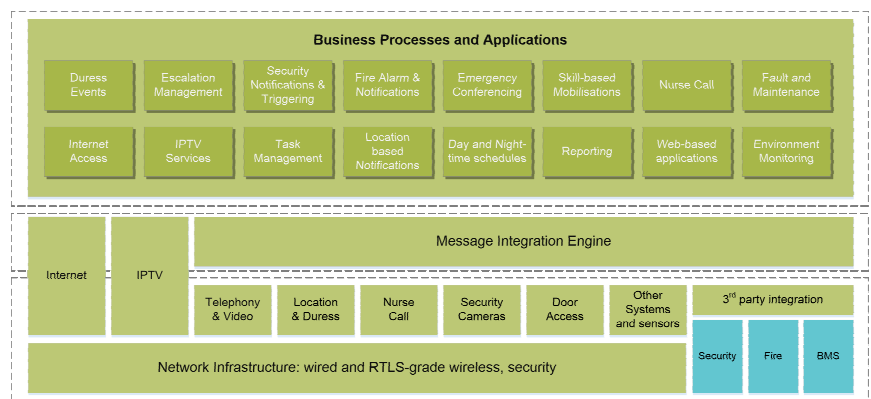# Smart Health and Aged Care Solution

In today's environment many health and aged care organisations increase reliance on complex IT solutions that support their operations. These systems bring many enhancements to daily operations, improving the service and customer satisfaction via quicker response time, efficient asset utilisation and automation of manual tasks. On the other hand, the same complex IT systems deployed as multiple standalone solutions with each addressing a particular problem may be difficult to integrate into overall business process and often become a challenge when the process needs to be modified.

As a systems integrator, Uplinx Advanced Services believes that these systems must be architected and deployed as a single end-to-end solution built to solve organisational needs and orchestrate all processes. Selection and integration of the individual solution components must be made with an end to end architecture in mind and not as separate platforms, increasing levels of automation and reducing operational costs.

Solution Benefits

- Seamless E2E solution that covers infrastructure, applications and business processes

- Based on industry leading solutions: fixed and wireless networking, telephony, platforms, integration and user devices

- Common text and voice messaging across multiple platforms

- Location-aware services

- Personal mobile duress devices which allow to trigger duress events and receive notifications

- Turn key solution delivery, and single number post-implementation support

Commonly, IT solutions in various industries are based on the multilayer architectures that define the end-to-end structure of the solution split into functional, technology or abstraction layers. IT platform for health and aged care organisation is no different to other industries and should follow similar principle.

At the high level, we believe that there are three main architectural layers which can be adopted by health organisations: Business processes, Integration and Orchestration, Infrastructure

Business process layer defines various procedures followed by the organisation to achieve certain outcome through manual or automated approach, respond to an emergencies or deliver certain service. These procedures rely on employees and IT systems deployed within the organisation and can be automated by using of **integration and orchestration solution** that acts as a single interface between all IT components and performs process automation functions.

Integration and orchestration layer interacts with the infrastructure components directly without human intervention and works as a reliable and flexible workflow automation engine.

Each process implemented at this layer can include some or all **infrastructure platforms**, such as Nurse Call, RTLS, Communications Systems, CCTV, Access Control and Security, Fire alarms and others. These components deployed as part of the common architecture would share common server, wire and wireless infrastructure delivering additional efficiencies and further decreasing operational and capital costs.

Why Us?

Uplinx Advanced Services Pty Ltd is an IT Systems Integration company formed by leading industry experts to focus on advanced IT solutions. From it's inception our goals have been the business focused provision of IT infrastructure and systems through the activities of network and systems integration, consultancy and ongoing support services. The company, while being primarily focused on the Australian domestic marketplace, also extends a worldwide reach, as required, when dealing with our multinational clients.

Uplinx AS has a significant and ongoing commitment to providing advanced IP communications solutions by partnering with leading industry vendors. We currently hold Cisco Gold partner certification and multiple Advanced specialisations in addition to other strategic relationships and certifications.

Contact sales team for more information
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UPLINX
Advanced Services

Uplinx AS solution for Health and Aged Care

The overall solution deployed by Uplinx Advanced Services uses Cisco technologies and solutions as a reliable and flexible foundation platform that provides all communication needs – PoE-enabled LAN, RTLS-grade wireless, routing, security and advanced communication services through desk, wireless, smart and soft phones.

On top of the network infrastructure, Uplinx AS deploys specialised platforms such as Nurse Call, CCTV, Door Access, IPTV, Internet Access, Integration with BMS, Security and Fire systems that deliver crucial capabilities required by the organisation to deliver services and achieve necessary compliance.
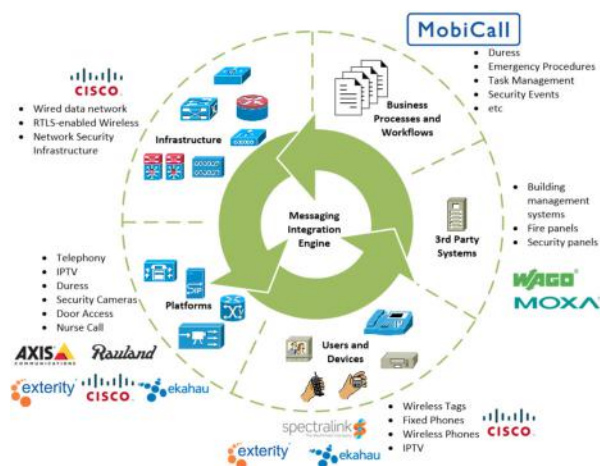
These platforms are seamlessly integrated together into a single solution by a messaging integration engine like NewVoice MobiCall, which implements business processes, enabling a true end-to-end communication-enabled workflow automation.

Each alarm or event generated by infrastructure platforms and defined in the messaging engine, triggers a pre-defined processes or workflows, such as emergency or incident notifications, skill mobilisations, environment/infrastructure monitoring, etc.

Depending on the scenario, workflows may interact with other systems such as security and fire panel, Ekahau RTLS engine, access control and send notifications or establish conference calls via integrated communication system such as Cisco Unified Communications manager.

Upon workflow completion or failure, messaging engine manages success notifications or escalations allowing development of complex multilevel process scenarios.

Advanced reporting facilities provided by the messaging engine offer detailed information about the each workflow step execution and outcome for historical records or analysis.

Support and Maintenance

As with any IT system, once deployed, the solution will require some level of support and maintenance – hardware faults and configuration changes are inevitable events.

As a system integrator of the end to end solution, Uplinx Advanced Services is best placed to provide a support for the complete solution including each individual component.

Our universal support services team will accept support requests from organisations IT department, apply maximum effort to resolve the solution promptly and, if necessary, escalate it to a vendor.