

# SYSTIMAX®

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## SOLUTIONS

## Taking Care of the Caregiver SYSTIMAX® Solutions Supplies Cabling for the Hospice of Marin

The Hospice of Marin, located in Marin County, California, USA, is the nation's second-oldest hospice and the first to be located on the West Coast. The non-profit hospice organization employs more than 200 people, all of whom are focused on providing the best possible in-home care for terminal patients in the counties of Marin, Sonoma and San Francisco.



Since the beginning of 2000, the Hospice of Marin has experienced dramatic growth, expanding its services and increasing its number of employees. By early 2004, the organization had outgrown its 8,000 sq. ft. headquarters, and things were beginning to get a bit cramped. Soon, the decision was made to expand into a new facility.

The hospice selected a 43,000 sq. ft. building as its new headquarters, but, as part of the expansion, the hospice sought to upgrade its networking capabilities.

To do this, they chose a new system using the SYSTIMAX® GigaSPEED® XL Solution cabling in the horizontal and both SYSTIMAX TeraSPEED™ and LazrSPEED® fiber in the vertical riser backbone. This infrastructure was designed and installed by Randy Sparks, principal consultant of RLS Technology Consultants, a SYSTIMAX BusinessPartner.

In the new facility, the network supports the voice over Internet protocol (VoIP) system the hospice has installed. In addition to the improved overall throughput of the network, this VoIP system increases the level of service hospice employees are able to provide. Also, the cabling from SYSTIMAX Solutions™ is set up so that, when the hospice is ready, it will be easy to connect its remote sites to the main network.

“We are committed to providing the best possible care to our patients, and that means having a solid network,” said Marin Hospice Foundation President Mary Taverna. “We wanted to invest in our networking capabilities so that our system would serve our patients and our employees for several years to come. Getting into a new office gave us the ability to make those improvements.”

The importance of the Hospice of Marin network extends beyond the needs of the on-site staff. The majority of the hospice's technicians travel to patient homes, where they use laptop computers to access the hospice's central network and obtain the most current patient and family information, treatment needs and options – all of the details they need to deliver care in the home. This vital system is dependent upon the strength of the network, which hinges on the quality of the cabling.

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While the cabling was adequately supporting the needs of the on-site staff and mobile technicians, its capabilities were limited. Also, the cabling solution that had been supporting the hospice network at the original facility was composed of a mishmash of cabling types. For the new facility, the hospice wanted to address that issue.

“In the original facility, they had an eclectic collection of hubs and a variety of cabling (Category 3, Category 5, etc.), and a telecommunications ‘closet’ that was actually a closet,” said Randy Sparks. “Being a non-profit organization relying on donations and assistance from various sources, they found themselves compelled to use whatever materials and technology components that were donated or made inexpensively available. It was our goal to assist in providing them a new facility with a single, integrated network and cabling solution – ideally something that would easily support future technologies.”

Sparks was responsible for bringing SYSTIMAX Solutions onboard the project to improve the hospice’s networking capabilities. Because he would be working with a fresh template in the new building, Sparks wanted to be sure that the structured cabling solution installed would support Marin Hospice’s internal functions and

patient care applications well into the future. He knew the only way to attain this goal was to go with a totally reliable solution.

“The most important factor was to provide a structured wiring system that would allow them to avail themselves of all their applications over at least a 10-year period,” Sparks said. “One of the things that attracted us to SYSTIMAX Solutions was the 20-year extended product warranty and applications assurance.”

The Hospice of Marin is looking to expand its network to its two existing remote sites sometime in the next few years. That process will happen more quickly as a result of the network. Eventually, there will be three sites using the same network, creating a higher bandwidth demand on the cabling. However, because there is LazrSPEED fiber in the backbone, the network will be able to support the increased demand.

“The network and structured wiring system allow the hospice to have greater flexibility and provide a technology platform they can build on going forward,” Sparks said. “We concentrated on the future proofing of the network. The cabling provides the hospice with something that will serve them well for at least a decade. That makes it possible for them to put their resources to good use.”

“We have equipped our building so we can go into the future without having to redo our network,” Taverna added. “Instead of just making do, we got a great cabling system from SYSTIMAX Solutions that will carry us through at least the next several years.”

Warren McCarty, Technical Manager at SYSTIMAX Solutions sees the project as a good example of how investment in integrated, high-performance connectivity can raise efficiency and lower costs. “Fast, reliable information flow can make everyone in an organization more productive,” he said. “And replacing a mixed infrastructure with an integrated end-to-end solution gives ongoing savings in support and maintenance.”

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