

CASE STUDY

Keserwan Medical Center Lebanon

Keserwan Medical Center Modernizes Critical Communications with Grandstream



Keserwan Medical Center (KMC), a leading healthcare facility with mission-critical communication requirements, faced growing risks from an aging telephony infrastructure that had been in place for more than a decade. To ensure uninterrupted communications, improve reliability, and modernize daily operations, the hospital partnered with Computel and Tabbara Solutions to deploy a new unified communications platform built on Grandstream solutions. The deployment delivered a highly reliable, cost-effective communications environment that improved call quality, enhanced redundancy, and positioned the hospital for future growth and integrations.

The Challenge

Replacing an Unreliable Legacy System with Limited Support Resources

KMC was operating on a legacy Cisco IP Telephony Call Manager system that had been in place for more than 10 years. While the system could still support the hospital's user base, it had become outdated, difficult to maintain, and increasingly risky for a healthcare environment where uninterrupted communications are critical.

The hospital faced a major concern when the secondary Cisco Call Manager server failed, eliminating system redundancy and creating the risk of a total communications outage if the primary server also experienced a failure. With limited local support resources available for the aging platform, maintenance costs had become extremely high, while the reliability of the system continued to decline. Staff were also dealing with call latency issues and outdated IP phones that no longer met modern operational needs.

To ensure reliable emergency communications, reduce operational risk, and modernize its communications infrastructure, KMC needed a new unified communications solution that could deliver high availability, simplified management, and long-term cost efficiency.

The Solution

As part of the evaluation process, KMC considered several alternative solutions, including Yeastar, Avaya, and a complete replacement of the existing environment with a new Cisco deployment. After carefully reviewing the available options, the organization selected Grandstream to modernize its communications infrastructure.

The final deployment centered around Grandstream's UCM6308 IP PBX platform, configured in a high-availability architecture to ensure continuous operation and redundancy. This design provided the hospital with the resiliency required for a healthcare environment while eliminating the risks associated with its previous legacy infrastructure. To support a wide range of users and communication needs throughout the hospital, the deployment included several Grandstream endpoint solutions:

- UCM6308 High-Availability IP PBX
- GXV3480 Smart Video IP Phones
- GRP2670 Professional IP Phones
- GRP2650 Professional IP Phones
- GRP2615 Professional IP Phones
- GRP2602G Essential IP Phones
- GHP621 Compact Hotel IP Phone
- WP836 Cordless Wi-Fi IP Phones



System Management

The system was configured and managed through an on-premise management environment, allowing the hospital's IT team to maintain direct control over the communications platform while benefiting from a modern and streamlined management experience.

The resulting solution provided KMC with a fully modernized communications ecosystem designed specifically to support the reliability, scalability, and operational flexibility required in a healthcare setting.

Why Grandstream?

Low Acquisition Costs and No Licensing Fees

One of the most important considerations was the platform's exceptional price-to-performance ratio. The hospital required an enterprise-grade solution capable of supporting mission-critical communications without the high acquisition and ongoing licensing costs associated with traditional enterprise telephony vendors. Grandstream's UCM series stood out because it does not require recurring licensing fees. This provided the hospital with a highly cost-effective long-term communications solution while helping reduce ongoing operational expenses. Compared to replacing the environment with a completely new Cisco system, the Grandstream deployment offered significantly greater value and lower total cost of ownership.



Flexibility and Scalability

The flexibility and scalability of the Grandstream platform were also major advantages. The new UCM6308 system supports integration with a wide range of third-party systems and future technologies, giving the hospital a communications platform capable of adapting to future operational requirements. This flexibility ensured the hospital was not only solving its immediate infrastructure challenges, but also investing in a platform designed for long-term growth and modernization.

Easy Management and Peace-of-Mind

Grandstream's straightforward deployment model, modern hardware portfolio, and centralized management capabilities gave the hospital confidence that the solution could be efficiently managed and maintained moving forward. Grandstream provides free cloud management through GDMS and free on-premise management through the UCM6300's web interface, ensuring easy management on-site and remotely.

Results

✓ Quality, Reliability, and Performance

Following the deployment, KMC experienced immediate improvements in call quality, system reliability, and overall communications performance. The new Grandstream solution met the hospital's expectations while providing staff with a more modern and efficient user experience. By replacing the outdated legacy infrastructure with a high-availability Grandstream deployment, the hospital significantly reduced the risk of a communications outage and restored the redundancy required for a healthcare environment where dependable communications are essential.

✓ Massive Cost-Savings

The organization also achieved substantial long-term cost savings. Maintaining the unsupported Cisco environment would have required expensive service agreements exceeding \$30,000 annually, in addition to ongoing hardware replacement costs. Grandstream provided a more cost-effective and future-ready solution without recurring licensing fees.

✓ Flexible and Scalable

Staff responded positively to the new Grandstream IP phones and updated communications environment. The hospital also highlighted the flexibility and integration capabilities of the UCM6308 platform as a major benefit, providing a scalable foundation that can continue supporting future operational and technology needs.

✓ Secure, Modern, and Reliable

Today, KMC benefits from a secure, modern, and highly reliable unified communications environment powered by Grandstream — one that delivers the resiliency, scalability, and cost efficiency required to support critical healthcare communications both now and into the future.



Computel

COMPUTEL

Computel is an established group of IT Solutions companies, and one of the oldest IT professional services providers in the Lebanese market. Their reputation in the market highlights two of Computel's major strengths, excellent professional services and long-term partnerships with customers. The company has 50 Years in information technology, more than 100 professionals, and more than 800 corporate customers in Lebanon. Visit www.computelgroup.com to learn more.

Tabbara Solutions



Tabbara Solutions is the leading Telecommunications provider in Lebanon and the region, representing industry giants such as Motorola Solutions and Grandstream Networks. They specialize in delivering advanced two-way radio communication solutions, addressing networking and unified communications issues, among other services. Tabbara's clients include renowned resellers and expert system integrators who cater to public safety, government, commercial, industrial, and transportation sectors in Lebanon. The company's strength lies in their dedication to offering mission-critical technology, comprehensive training, and exceptional sales and technical support across. Tabbara Solutions pride themselves on providing tailored, customer-centric solutions that are specifically designed to meet the unique needs of each client. Visit www.tabbarasolutions.com to learn more.

Grandstream



Grandstream has been connecting the world since 2002 with unified communications and networking solutions that make communicating more impactful than ever before. Our award-winning solutions provide everything needed to build a seamless, easy-to-manage communication platform, offering a one-stop-shop for all networking, unified communications, collaboration and physical security solutions. Headquartered in Boston, MA, USA, Grandstream solutions are used in over 150 countries and trusted by global enterprises and small business alike for their quality, reliability, and innovation. Visit www.grandstream.com to learn more.