

CASE STUDY

Regional Hospital of Fthiotida



Grandstream Enables Reliable 24/7 Communications for Regional Hospital of Fthiotida

The Regional Hospital of Fthiotida, located in Lamia, Greece, is the largest healthcare institution in Central Greece, operating 318 inpatient beds while providing continuous healthcare services 24 hours a day, 365 days a year. The hospital serves the broader regional population and relies heavily on dependable communications to support daily operations, patient care, and coordination between departments and buildings. As a large public healthcare organization with approximately 1,200 users, the hospital required a communications infrastructure capable of delivering uninterrupted service, scalability, and long-term reliability. To modernize its communications environment and improve operational continuity, the hospital partnered with CNTS Integrated Telecommunications Solutions Ltd. and Grandstream Networks to deploy a next-generation IP telephony solution.

The Challenge

The Regional Hospital of Fthiotida was operating on a legacy TDM-based telephony system that had originally been installed in 2004. While the system had served the organization for many years, it could no longer support the hospital's growing operational demands or modern communication requirements. The aging infrastructure lacked the flexibility, scalability, and redundancy required by a healthcare organization that operates around the clock and depends on constant communication between departments, staff, and facilities.

Hospital leadership recognized the need to completely modernize the organization's communications infrastructure while ensuring uninterrupted operation throughout the transition process. Because the hospital environment requires continuous availability, any migration to a new platform had to be seamless, highly reliable, and capable of supporting communications across four separate hospital buildings without downtime or disruption to daily operations.

The Solution

To modernize the hospital's communications infrastructure, CNTS Integrated Telecommunications Solutions Ltd. evaluated multiple IP telephony manufacturers, including Yealink and Mitel, before selecting Grandstream as the preferred solution provider.

The final deployment centered around a Grandstream UCM6308 IP PBX system configured with full redundancy and complemented by a complete portfolio of Grandstream communication devices and gateways. The solution included GRP2602P Essential HD IP Phones, GRP2604P Essential HD IP Phones, and GXW4232 v2 gateways.

The system was designed to provide centralized communications while efficiently distributing telephony services throughout the hospital complex using optical fiber connectivity across four separate buildings. The architecture also enabled the implementation of a dual telephony system, ensuring full redundancy and continuous service availability in the event of a system failure.

The deployment preserved the functionality of all existing telephony services while enabling a smooth migration path for approximately 1,200 users. This allowed hospital staff to transition seamlessly from the

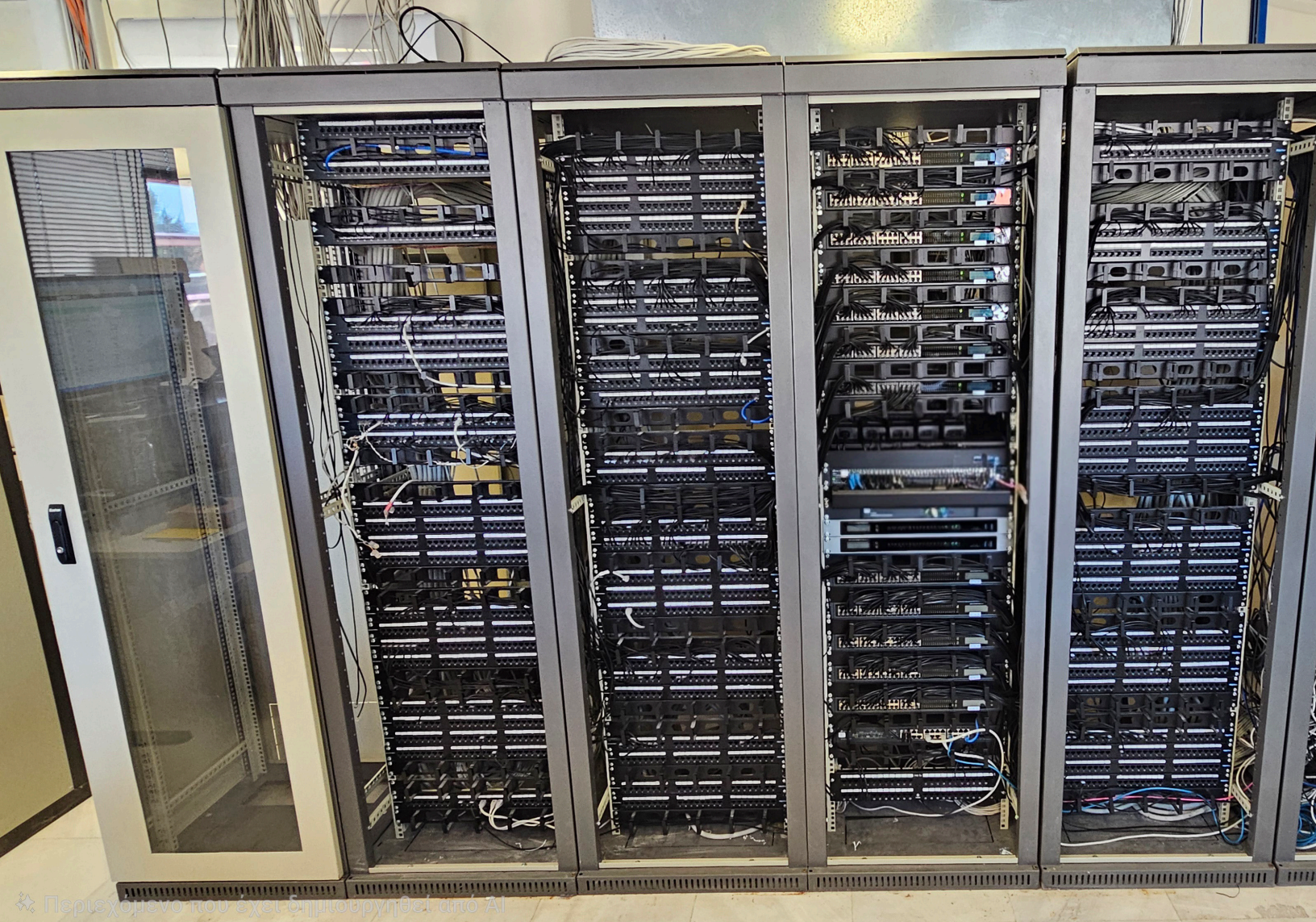


Why Grandstream?

Grandstream solutions were selected primarily because of their proven reliability and stable operation in demanding enterprise and healthcare environments. The hospital required a communications platform capable of delivering uninterrupted performance in a mission-critical environment where downtime was not an option.

Another major factor in the decision-making process was Grandstream's exceptional value-to-performance ratio, which enabled the hospital to modernize its communications infrastructure while maintaining cost efficiency. The decision was further reinforced by previous successful deployments completed by reseller partner Sotirios Christodoulou, including a similar public hospital implementation in Livadeia involving approximately 500 phones.

In addition, PartnerNet, Grandstream's exclusive distributor in Greece, played an important role in the project by providing technical expertise, reliable support, and integrated deployment assistance. Their experience with large-scale healthcare implementations helped ensure the successful delivery and long-term stability of the solution.



Results

Following the implementation of the Grandstream solution, the Regional Hospital of Fthiotida successfully modernized its entire telephony infrastructure while maintaining full operational continuity throughout the transition. All existing telephony services continued functioning without interruption, ensuring uninterrupted communications across the organization during deployment.

The migration process proved highly user friendly, enabling approximately 1,200 users to adapt quickly and efficiently to the new communications environment. At the same time, the optical fiber-based distribution architecture delivered stable and reliable communications across all four hospital buildings.

The deployment also significantly improved the hospital's resiliency and operational security through the implementation of a dual telephony system with full redundancy. This architecture virtually eliminates the risk of losing telephony services due to system failures, ensuring continuous communication availability for hospital staff, departments, and critical healthcare operations.

As a result, all involved users and departments reported high satisfaction with the final implementation, while hospital leadership gained a scalable, modern communications platform capable of supporting future growth and long-term operational reliability.



CNTS Integrated Telecommunications Solutions Ltd.



CNTS Integrated Telecommunications Solutions Ltd. is a Greece-based telecommunications and technology solutions provider specializing in the design, implementation, and support of advanced business communications infrastructure. The company delivers integrated solutions that include IP telephony, unified communications, networking, structured cabling, and enterprise connectivity systems for organizations across both the public and private sectors. Visit www.cnts.eu to learn more.

PartnerNET



Through a network of over 2,000 partners, PartnerNET brings some of the world's largest ICT brands to Europe. With vast experience in technology and a focus on IP Telecommunications, Networking, Surveillance, Access control and IT Security, they provide top quality technology products and solutions to their partners and clientele. PartnerNET designs solutions that align with the most advanced needs of both big and small businesses, as well as private and public sector organizations across physical, virtual and cloud environments. Their team consists of highly qualified people willing to train and offer top level technical support to its network. Visit www.partnernet-ict.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.