

RELIABLE

Reliable IT solution safeguards
New Zealand's largest retirement
village group

Oceania Healthcare – New Zealand

EcoStruxure IT enables reliable operations of critical
infrastructure for Oceania Healthcare.

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EcoStruxure IT Expert is part of the Apps, Analytics and Services portfolio of the Schneider Electric IoT enabled architecture: EcoStruxure IT.

Robust and reliable solution a must to ensure ongoing care at New Zealand's largest retirement village group

Oceania Healthcare is one of New Zealand's largest owners and operators of retirement villages. The group has 46 locations across the country, with around 2,500 care rooms and around 1,000 independent living villas and apartments. Caring for over 4,000 residents, the group prides itself on the care, choice, respect and dignity given to each individual.

In 2017, a full review of the company's IT infrastructure was carried out. The infrastructure was ageing and was not uniformed across the multiple sites. On completion of the review, the group made a commitment to undergo a digital transformation which would result in four main developments: the installation of equipment that was easy to use; centralised management of hardware and software; standardised and integrated solutions for platforms and; a robust and reliable backup solution for critical infrastructure.

The Challenge

Across the 46 sites, there were two main concerns for Oceania Healthcare when it came to their existing IT infrastructure. One, their existing Uninterrupted Power Supply (UPS) solution was approximately 5 years old and had not been well serviced, meaning the consumable battery components had not been replaced; and two, there was no remote monitoring capability.

By contacting APC by Schneider Electric, Andrew Mantle, ICT Support Manager at Oceania Healthcare Limited discovered that Oceania Healthcare needed an IT solution that would be standardised across the sites, have remote access capability so that everything could be viewed from one location, and be reliable and robust so the company could ensure the ongoing care and support of their residents.

"We need to provide a very reliable IT service to our facility care team to enable them to care for our residents without any technical issues," Andrew says.

Goal

Develop a robust replacement solution and digital transformation strategy for ageing infrastructure and platforms.

Story

With 46 locations spread out throughout New Zealand, existing UPS were unreliable and there was no visibility or remote monitoring across assets.

Solution

- APC Smart-UPS 1 or 1.5kVA with network management cards
- APC Battery system
- Power Distribution Unit (PDU)
- EcoStruxure IT Expert software for monitoring and management
- Extended warranty up to 5 years
- Maintenance services conducted by certified Schneider Electric Field Service Engineers

Results

- Reliable operations for critical infrastructure
- 24/7 remote monitoring and management
- Predictive analytics and proactive maintenance

“Our resident records, including all clinical information, is now digital and all care is driven using technology. All this data is processed and accessed via our WIFI Infrastructure using mobile devices, so external and internal networks, and power reliability is vital to ensure continuity of service.”

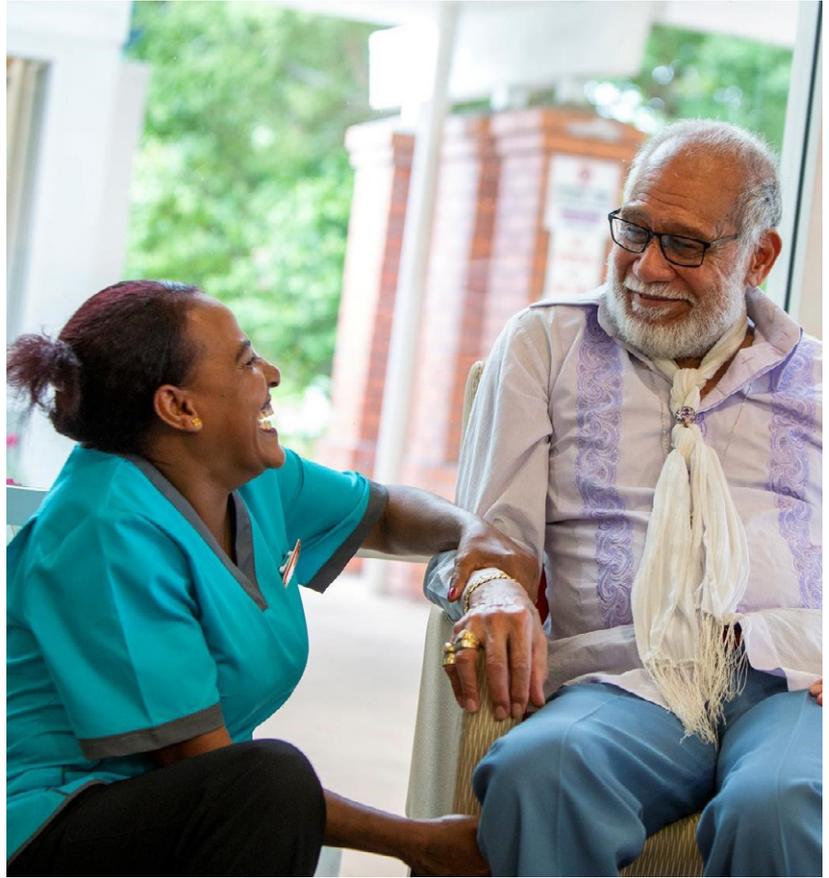
The Solution

At each care and village facility Oceania Healthcare has IT network infrastructure, WIFI infrastructure, emergency nurse call systems, clinical nursing stations and admin offices. To ensure these systems are online and available 24/7, APC Smart UPS's with 1 or 1.5kVA network management cards were deployed throughout the sites. Along with supplying the hardware, Schneider Electric also carried out the installation. They also have a service agreement in place with the local Field Services team for maintenance support to ensure the products continue to work optimally.

At the larger facilities, an APC battery system has also been installed to support critical loads for up to two hours. This will ensure the IT systems which house residents' information, and critical nurse call systems, are always available.

Schneider Electric's [EcoStruxure IT Expert](#) software was chosen to monitor and manage the sites remotely. The cloud-based app allows users to proactively monitor and manage their IT equipment with customisable dashboards, remote device management, alert and alarm notifications as well as analytics for smarter decision making. For a multi-location group such as Oceania Healthcare, the solution allows easy access to all sites from one tool, producing efficiencies and benchmarking opportunities.

“The EcoStruxure IT Expert phone and desktop app has already proven itself,” Andrew says. “The solution provides us with proactive alerts on issues not just relating to the UPS, but also heating in our facility comms rooms. Because we saw the value in the software very early on, we have also expanded the solution to encompass our nurse call system. Now we can ensure



it is also always up and running and we continue to be ahead of any upcoming maintenance.”

To keep all the networking and comms hardware tidy and in good working order, APC Netshelter Power Distribution Units (PDU) were included in the scope for each project. This helped to ensure consistency and standardisation across all sites.

Andrew and Oceania Healthcare choose to have all the services installed by a Schneider Electric certified Field Service Engineer. This gave them peace of mind that the project would be completed correctly, as well as done with increased speed and minimal downtime.

“We look forward to continuing to work with Schneider Electric in the future on new facility development projects.”

— Andrew Mantle,
ICT Support Manager,
Oceania Healthcare

The Outcome

With the project successfully deployed and all facilities now live, Oceania Healthcare have a much better view of their IT infrastructure and a better understanding of their ongoing maintenance needs.

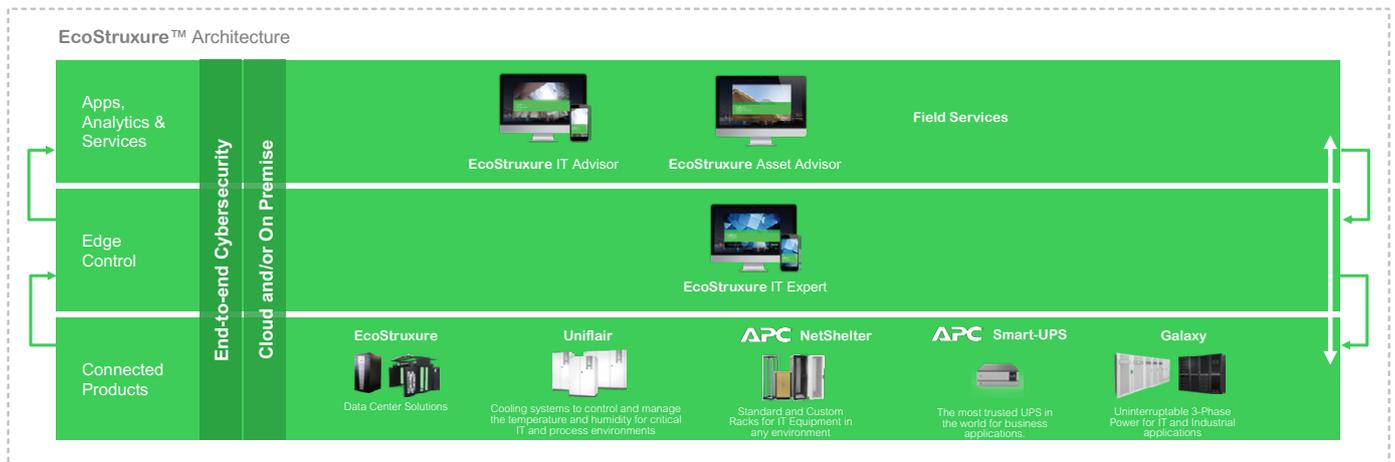
“Schneider Electric was able to complete the project swiftly and with minimal downtime,” Andrew says. “Each facility deployment was very well planned and facility management and care teams were aware of the changes happening each day. This allowed us to ensure resident care was not affected in any way.”

In addition to the ongoing monitoring which EcoStruxure IT Expert offers, Oceania Healthcare have found the software to be beneficial in other areas too.

“EcoStruxure IT Expert also provides us with insightful analytics and predictive maintenance schedules,” Andrew says. “We can ensure maintenance is done proactively, reducing the likelihood of downtime.”

“I am very happy with the outcomes of the project and we are very proud of what we’ve achieved,” Andrew says. “We look forward to continuing to work with Schneider Electric in the future on new facility development projects.”

EcoStruxure™ IT



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