

## **FREE SPACE OPTICS IN HEALTHCARE SYSTEM**

Case Study



TereScope 1000x with RF Fusion Backup system

### **The Problem**

In the spring of 2000, Press Ganey Associates, Inc. approached MRV with the request to significantly upgrade their existing data transfer system. Press Ganey Associates specializes in the execution and analysis of satisfaction surveys for major hospital services (inpatient and outpatient) as well as medical practices, home health, physicians and their employees.

With a client base of 4,600 health care facilities nationwide and abroad, Press Ganey processes over seven million surveys annually. Therefore, the need for efficiency was a key factor in their decision to use MRV. It was also of crucial importance for Press Ganey, to connect their main office to two remote locations, their Print Shop and Image Scanning Facility.

The communication system used by the company to that point was a very slow T1 connection, with no line of sight between buildings. This meant that many hours were necessary to accomplish the required data exchange between the main office and the operating facilities.

After a thorough cost efficiency evaluation of T3, Laser and RF connection alternatives, Press Ganey felt that the best choice was the MRV's TereScope™ FSO system, because it is much faster than what they had been using, and it offered a very secure connection, ensuring Press Ganey and their clients the confidentiality their business requires.

### **The Solution**

Following initial exchanges of information between Press Ganey and MRV, a detailed evaluation plan was devised. As a result, a survey was carried out of the current and future communication needs of the client, the system in use by the company, as well as the terrain and other physical aspects within which the planned system was intended to operate.

MRV advised Press Ganey as to which TereScope™ system configuration would be best suited to respond to their communication requirements. Four TereScope™ units from the 1000 and 1000x series were recommended, with standard mounts to exterior brick walls. This setup included a relay system on a third building (a building that did not belong to Press Ganey) to account for the lack of a straight line of sight between buildings.

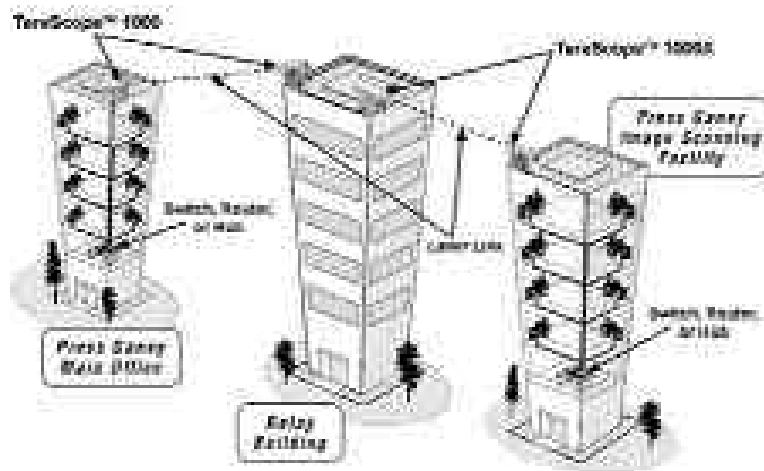
The resulting communication speeds were 60 times faster than the original T1 connection. Downtime was virtually eliminated and backup time was reduced from an entire weekend to one hour. Press Ganey was so satisfied with the outcome, that in early 2001 they approached MRV once again.

## The Update

South Bend, Indiana, like many cities in the Midwestern United States, has to deal with inclement weather, such as snow, for several months a year. With the snow comes fog, and both situations bring up the concern of a loss of links. Any downtime experienced by Press Ganey would affect their ability to receive and process critical data from their clients.

MRV had the solution. In February 2001, after a snowstorm, an MRV technician installed an RF Fusion backup system onto an existing TereScope™ unit. The combined laser and microwave system operates in all weather conditions, providing carrier-class link availability. TereScope™ Fusion systems have the optical wireless link, providing fast Ethernet connectivity as the primary link, and Ethernet RF as the backup.

The results of the installed TereScope™ configuration easily met the customer's expectations, as demonstrated in this quote from Brian Pletcher, Vice President, Information Technology. "The TereScope™ systems are built to last; they keep on running...our internal clients can operate at the same speed as the main office. You have a fantastic product."



## About MRV

MRV provides solutions for Broadband Access Networks to overcome the Last Mile Bottleneck.

We develop and market Free-Space Optical transmission devices, switches, routers and WDM systems to provide Broadband Access to existing and emerging carriers and to enterprises that require service aware broadband networks.

Our products and solutions are based on IP over Carrier Class Ethernet, incorporating full Class of Service, rate limitation, Multiprotocol Label Switching and IP provisioning.

Our broadband access transmission technologies include Free-Space Optics, WDM over Fiber and VDSL, which enable our customers deploy, enhance and scale their networks, whether the existing infrastructure be fiber, FSO, copper, or hybrid.

For more information, please visit [www.opticalaccess.com](http://www.opticalaccess.com)