

Enhance Aged Care through Cloud technology

Aged Care



NEC delivers effective Cloud technology solutions to enhance Aged Care.

The Aged Care industry peak bodies ACAA and ACSA have worked with NEC Australia to develop a special partnership for the provision of an open ICT and Cloud computing services platform for the Aged Care sector.

This partnership brings a growing list of Aged Care software applications such as iCare, ComCare, leecareplus, AutumnCare, and i.on my Care plus more generic applications such as asset management, hosted email and intranet solutions as a packaged set of Cloud based solutions for the Aged Care sector.

This sector-wide Cloud computing initiative will reposition the Aged Care industry and its ability to address sector-wide challenges such as increasing client needs, falling staff numbers, remote care, community care, training challenges and skills shortages.

Working with NEC, Aged Care facilities will be able to implement their strategies for the future, ensuring the continued delivery of productivity and efficiency gains.

What is Cloud computing?

Cloud computing is a technology which allows businesses to locate their critical business systems - like clinical and community care, email, compliance and financial systems, data storage and everyday software applications - within secure third party Cloud computing providers like NEC.

This approach shares highly skilled, expensive and scarce technical staff, and hardware, across multiple organisations while protecting data confidentiality. This approach delivers agile, adaptable organisations that can match costs to activity levels, along with offering the ability to scale up or down with acquisitions and other changes in workforce or workload.

“If you are an Aged Care provider considering IT system upgrades then we would recommend you consider NEC’s range of services.”

**Greg Mundy, CEO, ACSA and
Rod Young, CEO, ACAA**

Why consider the Cloud?

Agility, scalability, productivity gains and lower Total Cost of Ownership (TCO) are the main drivers behind businesses moving their ICT infrastructure to the Cloud.

Businesses were previously required to invest in on-premise systems and hardware, along with skilled staff to build and maintain the infrastructure, as well as invest in their own server storage, power, air conditioning and server rooms.

With Cloud computing, customers plug into an existing, fully operational infrastructure, which means that they can be up and running or expand quickly. Additionally, customers need purchase only the capacity and applications they require, allowing them to scale their resource usage as required.

A further advantage of Cloud computing is that smaller facilities can gain access to proven Aged Care applications that may have been previously cost prohibitive through the capital intensive on-premise model.

Why the NEC Cloud?

NEC has been providing Cloud computing solutions for years, and has the expertise and practical knowledge to deliver a reliable and effective solution, tailored to your facility’s needs.

NEC has established an Aged Care Portal with a wide range of Cloud computing solutions. This includes a growing list of hosted Aged Care software applications through our Software as a Service (SaaS), which delivers a range of business applications, along with virtualisation, hosted Exchange and hosted telephony solutions.

NEC operates its own Australia-based data centres; all data is locally stored within Australia and securely protected. It augments its hosting solutions with a national multi-carrier broadband network providing end-to-end control.

You can rely on NEC to design, implement and support your Cloud computing solutions, wherever you are.



A turn-key Cloud computing solution to enhance Aged Care

Aged Care facilities who choose to plug into an NEC Cloud solution will receive the benefits of this new approach to shared resources, in addition to services such as initial consultation and system design, integration and ongoing support.

Hosted Applications

Enhance productivity and reduce costs through a range of hosted business software solutions such as Aged Care Clinical, Care, Administration and Claims, Compliance and Governance Management along with more widely applicable applications such as intranets, call centre, trouble ticketing, email hosting and collaboration. Additional hosted solutions can provide security through a hosted firewall and hosted Anti-Virus Anti-Spam solutions.

Using hosted applications, customers can quickly and easily scale up and down their resource usage. They can also save on internal IT costs, as ongoing maintenance and upgrades of these applications is handled by NEC or the application vendor.

Connectivity

NEC has an extensive national broadband network¹ that combines the best available access products from NEC and other providers. The resulting network is presented as a single, managed, high performance and reliable connectivity solution ideally suited for the Aged Care industry nationwide.

Aged Care facilities can leverage NEC's business-grade broadband, fibre and wireless services to connect facilities to each other, the internet or for any other purpose.

Private Networks - VPN/TLAN

Where Aged Care facilities are spread across multiple sites, remote access for staff to systems is required and data security is of paramount importance, NEC offers a Private Network solution that delivers on these requirements.

The solution allows seamless and secure communication between sites and the ability to optimise the performance of applications used by the Aged Care industry through NEC's network 'Grade of Service' capabilities. Furthermore, the solution is cost effective and highly scalable as future needs change as part of the NBN (National Broadband Network) roll-out or e-Health initiatives.

Dedicated Virtual Servers

NEC's Dedicated Virtual Servers solution is ideal for Aged Care operators requiring servers to operate their business applications and securely store business data without the cost and complexity of maintaining their own server hardware.

The servers are maintained and supported in Australian-based secure data centres with redundancy, seven day back-up and disaster recovery services offered as standard.

¹ Coverage is supplemented by other Tier 1 Carriers enabling the Aged Care industry to benefit from business grade services virtually throughout Australia.

Thin Client or Managed Desktop

The thin client solution spreads the resource of a central server over many users. Each user can each access their hosted desktop via any capable device such as a laptop, traditional PC or a thin client - a simple terminal device that dramatically lowers on-site support costs. This approach allows Aged Care facilities to dramatically lower their Total Cost of Ownership when considering the implementation of a centralised infrastructure, through reduction in support of complex desktop environments and software.

Voice: Hosted or onsite telephony

NEC's hosted IP telephony solution is suited to both single and multi-site Aged Care facilities - for internal use by staff or for on-billing to facility clients. The solution is a cost effective hosted business telephone solution with advanced calling features.

A web-based management portal enables extensions to be easily configured, added or removed and the solution supports a number of popular IP handsets as well as analogue phones

As telephony and connectivity are absolutely critical to the safe operation of an Aged Care facility, NEC can install a combination of fail-safe, on and off-premise communications systems for your peace of mind.

Systems Integration

NEC has extensive experience in the Systems Integration (SI) of complex and mission critical systems nationwide. NEC has delivered SI projects to leading organisations including many hospitals, Telstra, Airservices Australia, various utilities and the Department of Defence. In addition, NEC has extensive project management experience in managing subcontractors and working with a range of partners across Australia.

Managed and Professional Services

NEC delivers a wide range of remotely managed monitoring services to maintain business continuity. NEC's Network Operations Centre, based in Mulgrave, Victoria, provides NEC customers nationwide with 24x7x365 alarm monitoring and management of voice, data and converged IP Telephony networks.

This means that should a failure occur anywhere in your systems, our proactive network monitoring team will remotely detect, resolve and dispatch a technician if necessary, without impacting your business continuity.

Our managed services can include the following:

- NOC Monitoring service
- Proactive Network Monitoring
- Threshold Management
- PABX /IP Telephony Remote Monitoring and Management
- VoIP Quality of Service Management (QoS)
- Incident Management
- Carrier Escalation Management
- Network Performance Management Reporting
- Managed Security Services
- Server Hardware Monitoring
- Application and Operating System Monitoring
- Internet Services Monitoring
- Web Portal Access
- On-site Support and Spare Parts where required
- Change Management Services.

nec.com.au/agedcare

For more information, visit www.nec.com.au, email contactus@nec.com.au or call 131 632

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