

Case Study -- Haiti

Unified Communications: A Lifeline for Doctors in Haiti

UC: A lifeline for doctors in Haiti

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– Dr. Troy Silvernale, Doctor in Haiti.

Establishing communications was a primary goal for a group of American doctors who rushed to Haiti to aid victims of the catastrophic 7.0 magnitude earthquake of 2010. Wireline telephony and cellular communications had all been disrupted and the likelihood for a fast resolution was slim.

The doctors turned to Business Mobility™ Systems, a new breed of Unified Communications (UC) service provider, who supported by solutions from Ingate® Systems swiftly deployed a stable, end-to-end Unified Communications/Fixed Mobile Convergence (FMC) solution as a replacement for the country’s destroyed traditional telephony infrastructure.

The doctors were led by Dr. Troy Silvernale, a surgeon, and his team from Advantage Health Physician Network, a progressive network of doctors in Michigan. Business Mobility Systems, using Ingate solutions, provided them with a UC solution to enable voice calls over IP (VoIP), texting capability and Internet access.

Dr. Silvernale and his team used Nokia E-71 smartphones equipped with Business Mobility Systems’ bMC client, the Hosted Business Mobility™ 1 Service. An Ingate SIParator was installed at the edge of the network to provide far-end Network Address Translation (NAT) traversal, which made it possible for the VoIP calls to “go through” or be completed. The solution enabled voice calls, as well as texting and full Internet access.

“With this solution our doctors were able to reach anywhere in the world quickly and easily, to get consults from colleagues, facilitate treatment, order supplies ‘on the fly’ and also help victims report back to families,” said Dr. Silvernale. “The solution from Business Mobility Systems and Ingate worked immediately. Within minutes of hitting the ground in Haiti we were up and running with phones and Internet, calling worried families, texting colleagues overseas for more medical supplies, getting consults. Being able to set up so quickly literally saved lives.”

The UC solution ”literally saved lives ”

– Dr. Troy Silvernale

The smartphones were outfitted with Scosche “SolBAT” solar-powered rechargers to allow functionality during power failures, and to give the team greater mobility.

In very short order we put together a complete solution that worked with the only communications network that was functioning, the GSM packet network, to establish true voice communications over the Internet,” said Art Hale, Chief Technology Officer, Business Mobility Systems. “Ingate products are solid. They have the flexibility to get any job done, and were exceptional at handling this kind of complicated, immediate project. Ingate products just work. And they work really well.”

”Ingate products just work ”

– Art Hale, CTO, Business Mobility Systems

Statistics

- Earthquake magnitude 7.0
- Equipment used: Ingate SIParator™, BMS’ Hosted Business Mobility™ Service, Nokia E-71 smartphones, Scosche “SolBAT” solar-powered rechargers
- End-to-end UC/FMC solution