

# Delivering a Seamless, Mission-Critical Hospital Network

**At Sunway Medical Centre in Malaysia, faultless non-stop network performance is essential. With Allied Telesis solutions, this major hospital guarantees both patient safety and satisfaction.**

## Customer: Sunway Medical Centre

**Industry:** Healthcare

**Location:** Malaysia

**SUNWAY** MEDICAL CENTRE



“Allied Telesis exceeded our expectations. We are happy with their support and we have benefited from our close working relationship with Allied Telesis. They have always responded to us promptly and we are happy to recommend them.”

**Mr Kenneth Khong**

*Information & Communication Technologies, Sunway Medical Centre*

Located in the smart and sustainable Sunway City, Sunway Medical Centre is surrounded by an ecosystem that will inspire a healthy, safe and interconnected society for generations to come. The city includes state-of-the-art universities, shopping, hotel and spa facilities, and the Sunway Lagoon theme park, all within walking distance of the hospital.

Sunway Medical Centre offers a comprehensive range of advanced medical services, with outpatient and inpatient specialty care, health and wellness programmes and 24-hour emergency services. These are coupled with a strong support system of more than 2,300 dedicated healthcare professionals including medical consultants, professional allied health staff and trained and dedicated nursing staff.



Licensed Beds

636



Consulation Suites

180



Operating Theatres

12



Car Parks

1470

Sunway Medical Centre is one of the leading private tertiary medical care centres in Malaysia. Over 2300 medical professionals provide a wide range of health services, all underpinned by the network infrastructure.

Any hospital network is truly mission-critical, and Sunway Medical Centre’s is no different—it must run faultlessly 24 hours a day, every day. High availability, impeccable performance, and ease of management are non-negotiable requirements. Extremely fast recovery in case of failure is top priority, to ensure network continuity and protect patients.

As healthcare evolves, hospital networks must support new levels of speed, reliability and scale. The Centre needed a future-proof solution, while centralized management and network automation were key to success—plus the changeover to the new network had to be carried out without lengthy downtime.

With its strong focus on Software-Defined Networking (SDN), Allied Telesis was an easy choice for this busy medical centre.

### Providing a seamless digital experience

Allied Telesis designed and installed the new network with its strategic partner, Hitachi Sunway Information Systems (“Hitachi Sunway”) a leading ICT Services Integrator in ASEAN.

“Allied Telesis’ strong partnership with Hitachi Sunway meant excellent on-site support, hands-on training and post implementation support,” says Ms Lin Pui Mei, Assistant Director of the Information & Communication Technologies department of Sunway Medical Centre.

Strong support from Allied Telesis and Hitachi Sunway meant the transition to the new network went well. “Allied Telesis went above and beyond to ensure the implementation went smoothly. The winning partnership between Allied Telesis and Hitachi Sunway meant strategic management and optimal support for Sunway Medical Centre, which was crucial to the project’s success,” says Mr Kevin Khoo Min Sinn, Chief Information Officer at Sunway Berhad. Hitachi Sunway will continue to support the Centre as they expand their medical systems and toolset.

Resiliency has been a focus in the Centre’s new network design. The network now features two Allied Telesis SwitchBlade x8100 Series chassis switches in the network core. Allied Telesis VCStack Plus technology connects these together into a single virtual unit, combining the resiliency of two units with the simplicity of managing them as a single unit. Link aggregation to servers, network storage, and distribution switches means there is no single point of failure in the core, with both device and path resiliency

x930 Series switches are used for distribution, connected to x510 Series edge switches, which use Power over Ethernet (PoE) to connect and power wireless access points.

Allied Telesis Autonomous Management Framework™ (AMF) automates network administration, while Vista Manager EX enables graphical monitoring and management of the new AMF network. To Ms Lin Pui Mei, the advantage of AMF is that it “greatly reduces network management and monitoring, and automates many day-to-day network administration tasks.” Vista Manager EX provides network optimization, proactive monitoring tools, and actionable reporting for an easy-to-use yet powerful solution

Allied Telesis innovative Active Fiber Monitoring (AFM) provides specialized data protection by monitoring optical fiber, with no need for expensive third-party equipment. AFM protects against intrusion, automatically raising the alarm and shutting down a link to stop any tampering or data theft across the medical centre.



“With the rapid expansion of the Sunway Healthcare Business Unit, we needed to find a trusted technology partner to provide seamless connectivity, and most importantly understand our needs and deliver beyond expectation. Allied Telesis Malaysia worked with Hitachi Sunway to tick all of the boxes, which means success for both Sunway Medical Centre and the Sunway Group Headquarters.”

**Mr Kevin Khoo Min Sinn**

*Chief Information Officer, Sunway Berhad*

Related



Autonomous Management Framework™ (AMF)



Virtual Chassis Stacking (VCStack)



Vista Manager EX

### New capabilities transform infrastructure management

The Centre now enjoys lower operational costs and truly simple network management. The resilient new network enables always-on access to the many medical systems and applications that support patient healthcare. The benefits of high availability, increased capacity and ease of management ensure 24 x 7 x 365 operation in this mission-critical environment.

Sunway staff now have seamless online connectivity, and patient services are easily accessed from all parts of the campus. The new Allied Telesis network connects medical professionals with the information they need to provide the best possible healthcare to every patient.

### About Our Partner: Hitachi Sunway Information Systems

Hitachi Sunway Information Systems is a leading ICT Services Integrator in ASEAN specialising in implementing, supporting and providing consultancy for a wide range of IT needs, including IT infrastructure. The company's portfolio is aimed at helping clients to embrace the acceleration in digitalization that is transforming business. Hitachi Sunway has a proven track record of serving more than 1,000 clients in the region across various business verticals, from small to global enterprises as well as public sector and industries such as manufacturing, financial, construction, education and healthcare.

For more information, visit [www.hitachi-sunway-is.com](http://www.hitachi-sunway-is.com).