

OLV Hospital

Reliable Eurofiber fiber optic network provides room to grow



The healthcare sector stands to gain the most from digitalization. Technological developments such as cloud computing, remote healthcare and Internet of Things are the perfect tools for healthcare organizations to optimize their processes. This will enable healthcare professionals to increase the quality and effectivity of their services. Reliable, flexible and secure network connectivity is therefore literally of vital interest. Onze-Lieve-Vrouw Hospital (OLV Hospital) is a pioneer in digital transformation, using Eurofiber's fast and future-proof fiber optic network as stable foundation.

OLV Hospital

With more than 2,800 employees (2,554 members of staff and close to 300 physicians and independent healthcare professionals), distributed across the locations in Aalst, Asse and Ninove, the Onze-Lieve-

Vrouw Hospital is the biggest employer in eastern Flanders. It is also one of the biggest non-university hospitals in Flanders, with 959 beds (including 114 in day admissions) and over 90,000 admissions per year (hospital admissions and day clinic).

Private cloud

Information technology plays a key role in the day-to-day operations at the OLV Hospital. The IT systems ensure, for example, that healthcare staff always have access to the right patient information. Krista De Neve, Infrastructure & Support Manager IT of the OLV Hospital, works in a team with approximately thirty IT employees. She holds final responsibility for delivering the IT infrastructure and keeping it operational. "It involves various types of IT hardware, networks, services and processes. We make sure that all the IT applications work efficiently. I'm also responsible for the internal IT service desk, which is available for questions from all three locations."

"We have two private data centers in distributed locations across the campus at our location in Aalst. From these datacenters, we make applications and data available for our three locations," says Krista De Neve. "In addition, we have a close collaboration with University Hospital Leuven. They host the electronic patient files in a private cloud environment that we use."

Ethernet VPN network connections

For its various network connections, the OLV Hospital uses Eurofiber's fast, reliable fiber optic network. Krista De Neve: "From our data centers in Aalst, we first rely on two redundant Ethernet VPN connections with a maximum speed of 1Gbps to the campus in Asse. In addition, we are connected to the electronic patient files in University Hospital Leuven through two redundant 1 Gbps Ethernet VPN connections. We also have a 200 Mbps Ethernet VP connection running from Aalst to our location in Ninove. The final network connection is an Ethernet VPN connection with our provider, NRB Herstal."

Working with cloud applications and remote data requires excellent performance from the network connections, according to Krista De Neve: "The connections are extremely critical. If the network connections fail, our colleagues cannot work and that in turn will have consequences for our patients." Of course the OLV Hospital has emergency procedures in place to offset those situations, but De Neve believes that the result is a less than optimal working situation: "That is why the network connections should be reliable, fast and secure. And that is certainly the case with Eurofiber."

"Eurofiber introduced various measures to ensure that business continuity would be absolutely guaranteed."

Krista De Neve

Infrastructure & Support Manager IT
OLV Hospital



It is not just the quality of the Ethernet VPN connections that is crucial, Krista De Neve says. The collaboration with the network provider, in this case Eurofiber, is important as well. "We are very positive about Eurofiber's service. For instance, they notify us well in advance about maintenance on the network. And they are flexible in how they schedule it, as well: if maintenance is inconvenient for us, we can confer with our dedicated account manager to see if it is possible to schedule it for a different time slot. Eurofiber also has a rapid response time in case of failure, which almost never happens."

Excellent synergy

Kirsta De Neve appreciates the collaboration with Eurofiber: "They also actively contribute their ideas when concrete issues arise. An example: the government established a switch-off plan for the electricity transmission network in 2005. This means that parts of the electricity network will be switched off in case of extreme emergencies. We asked Eurofiber if they would make arrangements for our network connections that would enable us to continue working under those conditions. They reached the conclusion that it would be possible to improve the connection with our location in Ninove even more. Eurofiber introduced various measures to ensure that business continuity would be absolutely guaranteed. There certainly is excellent synergy between Eurofiber and us."

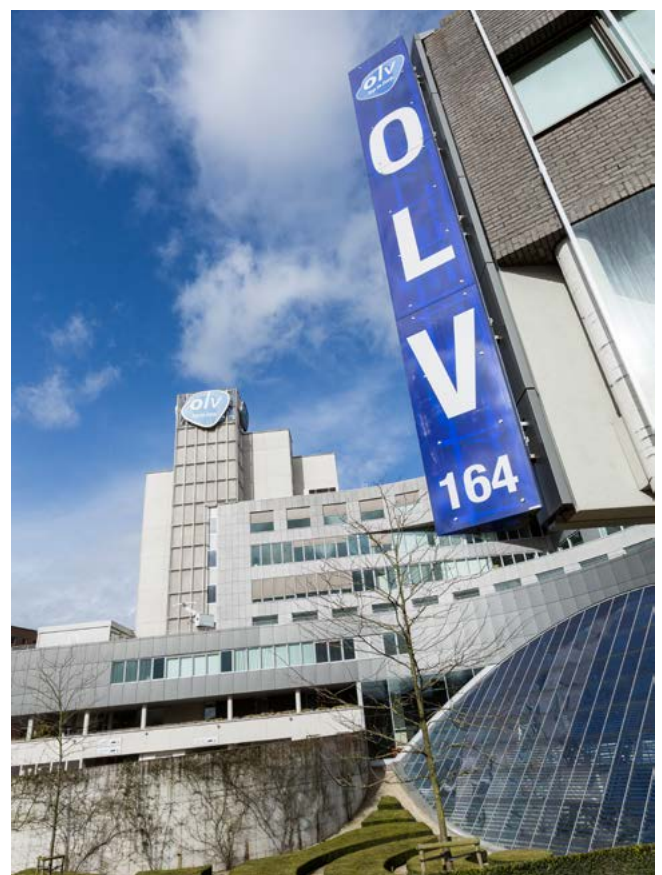
Room to grow

Over the next few years, hospitals will collaborate more and more on networks, and there will also be more network connectivity between hospitals. The OLV Hospital will be no exception, Krista De Neve believes. This also means that network connectivity will continue to play a crucial role. Eurofiber's fiber optic network will ensure that this aspect of IT will be safeguarded, she says. "It definitely provides us with room to grow, in terms of speed as well as the options for connection."

The case OLV Hospital

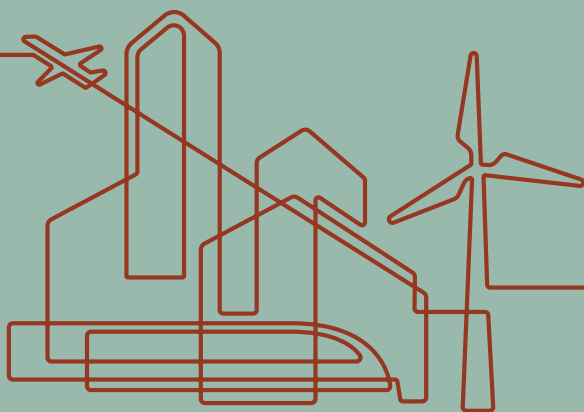
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Eurofiber has been a fast-growing international provider of industry-leading digital infrastructure since 2000. Relying on our own fiber optic network and data centers, we provide smart, future-proof solutions for companies, government bodies and non-profit organizations. Customers have complete freedom to choose the services, applications and providers they need, allowing them to tap into the full potential of digital innovation. Eurofiber has an extensive fiber optic network in the Netherlands and Belgium, it unlocks its four data centers of its own and almost all public data centers in the Benelux.



Eurofiber. Lifeline for the digital society

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