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## VHI HEALTHCARE INSTALLS CISCO IP TELEPHONY SOLUTION

*Easily Installed, Flexible New Telephony Solution Delivers Immediate Benefits And Speedy Return on Investment*

**DUBLIN, March 8, 2004** – Cisco Systems® today announced that Vhi Healthcare, Ireland’s largest purchaser of healthcare services, has selected its IP Telephony solution to create a more reliable, cost-effective, flexible, and scalable telephony infrastructure.

Installed centrally at Vhi headquarters and spanning two other remote sites, the new solution will allow Vhi Healthcare to build greater flexibility into its business operations. The solution was delivered through Cisco’s alliance with HP in under six weeks. HP Services installed a suite of integrated IP services including Voice over Internet Protocol (VoIP), Cisco CallManager IP private branch exchange (PBX) software and Cisco Unity unified voice mail.

"It was critical for us to work with a technology solution provider that would support our business objectives," said Pat Lyons, Telecommunications manager, Vhi Healthcare.

"Cisco was the only vendor able to provide a solution that would simplify our overall network topology and provide the IP intelligence that would deliver on the promises of cost, flexibility and integration."

Lyons continued, "Moving to a new telephony solution from our traditional base was a big step. We are however very pleased we made the move, the savings and flexibility this system provides are already apparent." Vhi Healthcare installed the Cisco Systems® IP Telephony solution at the end of 2003.

The centrally located CallManager IP PBX Cluster can support 10,000 IP phones. The remote locations get their primary telephony services from the centrally located cluster so



as new locations come on stream all they need is a WAN connection to this site. Vhi Healthcare can achieve considerable reductions on the total cost of ownership of this solution over a legacy PBX solution, which traditionally would have required VHI to place PBX's at each location. Additional benefits realised by Vhi Healthcare include the creation of a common dial plan and the ability to manage the telephony solution centrally. In the event of failure of the WAN connections to the central site the local telephony service is maintained through the deployment of special telephony services running on the router providing the WAN connectivity called SRST (Survivable Remote Site Telephony).

Voicemail services are also provided to the remote sites over the WAN connection. Users can leave and retrieve voicemails from the centrally located Cisco MCS 7825 Server.

Michael Galvin, country manager Cisco Ireland said, "All businesses, large and small need an optimised network structure with high operational efficiency and flexibility. By being able to fully take advantage of Cisco's award-winning IP Telephony suite of products and experience, Vhi Healthcare will be able to scale to meet ever changing customer and market requirements in the coming years."

"The move to IP Telephony will deliver a very clear return on investment for Vhi and facilitate the introduction of new applications and services," added Tom Carson, director HP Services.

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### **About Cisco Systems**

Cisco Systems, Inc.(NASDAQ: CSCO) is the worldwide leader in networking for the Internet. Cisco news and information are available at <http://www.cisco.com>. Cisco Systems International BV, a wholly owned subsidiary of Cisco Systems, Inc, supplies Cisco equipment in Europe.

### **About Vhi Healthcare**

Vhi Healthcare is one of Ireland's most recognised and trusted household brands with an 80% share of the Irish private medical insurance market. As Ireland's largest purchaser of healthcare services, Vhi Healthcare offers a wide range of healthcare plans for acute medical cover to individual and corporate customers. With more than 1.55 million



members representing 41% of the Irish population, Vhi Healthcare's annual premium income is in excess of €685 million. <http://www.vhi.ie>