



Interactive Digital Signage Solution

Custom-Designed for Prominent Palo Alto Children's Hospital

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Premio and Partners

A photograph of a young child with long brown hair, seen from behind, sitting on a hospital bed. The child is wearing a white hospital gown with a small pattern. To their right is a large brown teddy bear. In front of them, a medical IV stand holds two clear fluid bags and a grey electronic pump. The bed is covered with a white sheet. In the background, a large window looks out onto a bright, hazy outdoor scene with trees and buildings. A dark maroon rectangular box is overlaid on the left side of the image, containing the text 'Customer Profile' in white.

Customer Profile

“We needed robust digital signage that major manufacturers weren’t able to offer on a scale while complying with ADA and OSHPD requirements and sustaining high performance and easy IT manageability.”

~ Project Manager of Planning, Design & Construction.

A prominent children’s hospital in Palo Alto, California, our client is the only network in the area—and one of the few in the United States—exclusively dedicated to pediatric and obstetric care. Nationally ranked, they provide extraordinary care at multiple specialty locations, pediatric practices, and partner hospitals across their region.

QUOTE

“We were looking for a solution to utilize across multiple campuses while minimizing deployment time and overall total cost of ownership.”

VP OF PLANNING, DESIGN & CONSTRUCTION

Challenge

Durable and Compliant, Dynamic Multimedia Information Solution

As the leading children's hospital in the Palo Alto area, our client needed to constantly post and update a large amount of critical multimedia information. These important messages had to be efficiently conveyed to patients, their family members, and hospital staff at key locations in their facilities, such as main entrances and exits. In addition, our customer wanted a user-friendly, interactive, and handicapped-accessible digital way-finding solution to improve the visitor experience throughout the facility. Finally, the hardware and software needed to be capable of sustaining 24/7 operation in a high-traffic, high-dependency, and a heavily regulated environment.

Currently available consumer-grade products could not perform in the 24/7 operating environment and did not meet the enterprise Microsoft OS platform required to run 22 Miles' wayfinding software. Off the shelf products from major professional manufacturers did not meet specifications such as ADA compliance and eliminating microbial agents & dust. Further, alternative solutions did not integrate with medical-grade power sources, and offered significantly limited product lifecycle management.

Client Pain Points

- Consumer-grade products do not meet needs in a high-stress industrial 24/7 operating environment.
- Off-the-shelf, consumer-grade products offered by the mass market do not meet the enterprise Microsoft OS driven requirement
- Off-the-shelf, consumer-grade products do not meet state and ADA compliance after surface wall mounting
- Off-the-shelf, consumer-grade products do not integrate with medical-grade power sources
- No similar product in the market offers any type of antimicrobial coated surface
- No product lifecycle management offered by general mass market providers



ADA Compliant



13485:9001

OSH PD

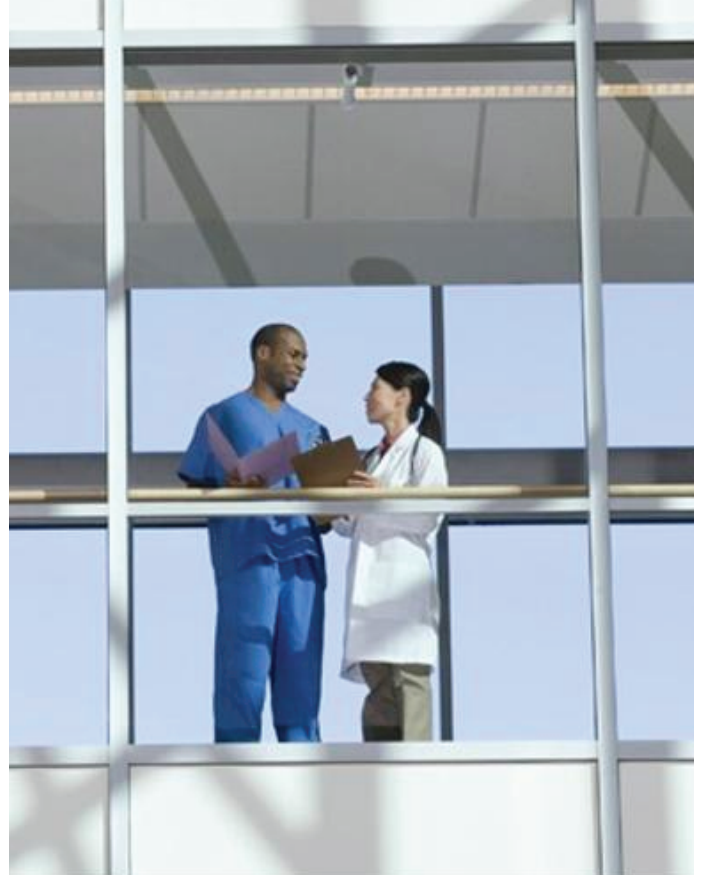
Approach

Innovative, All-In-One and Easy-to-Deploy Solution

It was determined that a comprehensive solution meeting all of the clients requirements required custom-designed hardware and software. To meet this challenge, Premio's iGoLogic division partnered with 22 Miles to design and implement a self-contained, ready-to-mount, easily deployable all-in-one touch kiosk system.

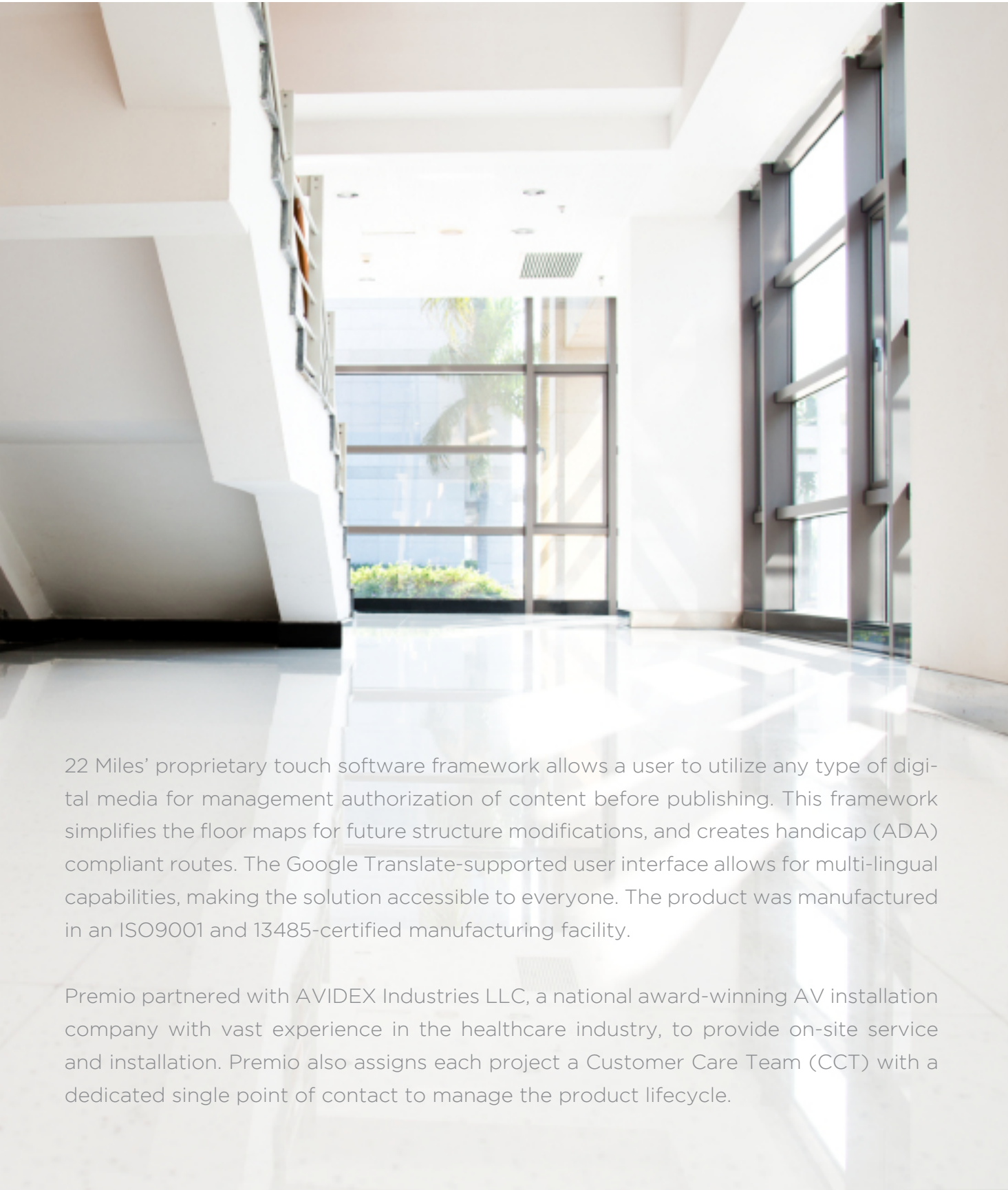
For hardware, Premio's HCDS-42 solution includes an industrial-grade 42 inch LED panel. The HCDS Series includes optional 22", 65" & 84" panels to overcome various facility limitations and is capable of 24/7 operation. It includes a highly-durable, scratch-resistant 7H tempered glass screen, an Intel® Core i5 processor generating lag-free, full HD 1080p resolution, Intel HD graphics through a portrait-oriented display panel.

Additional features include a highly-sensitive, multi-touch screen, high-speed networking connectivity with dual Intel® Gigabit LAN ports, non-mechanical storage with ultra-fast Flash-based memory and disk storage, a safe and reliable internal medical-grade power supply, IT-friendly serviceability with a locking accessible I/O compartment, and multi-media capabilities supported by internal amplified speakers.



Premio developed a one-of-a-kind HCDS-42 enclosure with the leading-edge antimicrobial coating throughout to help mitigate germs spreading in the healthcare environment. This solution allows the hospital to avoid costs associated with a lengthy permit process during construction. The HCDS-42 system is OSHPD pre-approved hardware for use in California. To meet ADA compliance, Premio's solution also fulfilled a requirement for not exceeding a 4 inch protrusion from the wall including the mount hardware.

This HCDS-42 hardware integrates with an Intel Core CPU running Microsoft Windows and state-of-the-art digital signage software from 22 Miles, an award-winning wayfinding software company located in Silicon Valley.



22 Miles' proprietary touch software framework allows a user to utilize any type of digital media for management authorization of content before publishing. This framework simplifies the floor maps for future structure modifications, and creates handicap (ADA) compliant routes. The Google Translate-supported user interface allows for multi-lingual capabilities, making the solution accessible to everyone. The product was manufactured in an ISO9001 and 13485-certified manufacturing facility.

Premio partnered with AVIDEX Industries LLC, a national award-winning AV installation company with vast experience in the healthcare industry, to provide on-site service and installation. Premio also assigns each project a Customer Care Team (CCT) with a dedicated single point of contact to manage the product lifecycle.

Results

Real-Time Updates Improve Facility Experience, at Lower Cost of Ownership

Premio's end-to-end solution enabled an enterprise management platform for campus-wide publishing of dynamic information that saves crucial time and ensures important bulletins and facility news are published and updated as needed. The hospital and clinic facilities can quickly feature any type of digital media and custom facility maps, news headlines, weather reports, emergency alerts, and promotions through a simple-to-use user interface, while maintaining a low cost of ownership. This solution provides improved communication throughout the client's facilities and a creates a significantly better patient, visitor and staff experience than any other currently available alternative.



About us

(Premio) is a premier & leading global ODM/OEM service provider in computing technology. We design and manufacture highly reliable, world-class product solutions for businesses with complex, highly specialized requirements. We've provided enterprise servers, embedded systems, and touch panel systems for some of the world's premier technology companies.

At Premio, we spend extraordinary efforts to solve the most formidable challenges faced by our customers. We achieve it by becoming more than their partner. We become their "inside outsource"—an extension of their businesses, work cultures, manufacturing processes and operations, modulating our solutions to answer their special needs with speed, agility, and precision. With state-of-the-art facilities in North America and Asia, we partner with some of the world's leading technology companies, including Intel, Microsoft, Kingston, and DELL.

"Never say impossible" is our corporate motto, emphasizing our spirit of teamwork and our devotion in innovative computing technology solutions.

Premio Headquarters

918 Radecki Court
City of Industry, CA 91748
Tel: 626-839-3100

Premio Illinois

2012 Corporate Lane, Suite 132
Naperville, IL 60563



About our partners

22 Miles, Inc. is a leading digital signage solution provider in the USA. Its off-the-shelf digital signage software product suits provide a comprehensive digital signage platform and network for the integrators, resellers, and customers to easily and quickly deploy all kinds of digital signage projects, in different levels of complexity.

The Award-winning digital wayfinding is included for free in each signage software suite. This powerful wayfinding system allows customers to easily put every room/building/department details to a wayfinding map. It also comes with turn-by-turn navigation, Guide among buildings, and native multi-lingual support. After the project deployment, customers or content providers are allowed to highly customize their digital signage in house, which is beyond the traditional template limitations from other digital signage solutions.

22MILES digital signage solutions provide a real centralized management, by closely integrating TV, Menu Board, Touchscreen Kiosk, Multi-touch Screen, Video Wall, Smartphone, and Tablets.

Avidex Industries LLC is an award-winning team of AV industry veterans that have designed and integrated thousands of presentation systems. Our installed systems incorporate a broad range of technologies that empower our clients to effectively communicate their message both internally and externally. Our strict focus has allowed us to refine a process of design and implementation that results in the delivery of high-quality, user-friendly, reliable systems.