

# Children's Hospital of Philadelphia Case Study

Intenna Systems, Inc.



The Children's Hospital  
of Philadelphia®

*"At Children's Hospital of Philadelphia, we're always learning, growing and exploring in our effort to deliver the highest quality, compassionate, family-centered care."*



## Overview of Children's Hospital of Philadelphia

Children's Hospital of Philadelphia (CHoP) is the nation's first hospital devoted exclusively to the care of children. Since its inception in 1855, CHoP has been the birthplace for countless breakthroughs and dramatic firsts in pediatric medicine. Built on a foundation of delivering safe, high-quality, family-centered care, the Hospital has fostered medical discoveries and innovations that have improved pediatric healthcare and saved countless children's lives.

The CHoP main campus in West Philadelphia comprises several buildings covering millions of square feet of clinical and research space. Thousands of employees rely on high quality wireless communications for voice and data services while also utilizing multiple clinical applications on their mobile devices. Moreover, patients and their families need reliable cellular service throughout the campus to stay connected to each other and their everyday lives.

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## Intenna Systems & CHoP

Intenna's relationship with CHoP began in 2006 when CHoP invested in its first large scale DAS network at the main campus in the University City Section of Philadelphia.



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Two DAS installations performed by Intenna went live in 2007. The first provided cellular services and the second established in-house 2-way radio. Over the years the relationship grew with CHoP hiring Intenna to deploy DAS networks in five satellite facilities throughout the Philadelphia region while continuing to support the management & maintenance of the DAS for the main campus.

In recent years, CHOP has recognized the need to upgrade the older DAS to a modern all-digital platform that provides expanded network features and the capability for growth along with the seamless incorporation of new wireless technologies onto a common backbone. Occurring in phases beginning in 2019, the new DAS now includes 7 different buildings connected to the DAS primary head end location.

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## Time For An Upgrade

As the original main campus cellular DAS was approaching ten years old, CHOP initiated a substantial upgrade to a new, all-digital DAS backbone beginning in 2018. In addition to upgrading the existing footprint of the network, new buildings that were previously lacking DAS coverage were added to the mix. Intenna also worked with the Mobile Network Operators to facilitate the installation of new signal source equipment to keep up with the increasing demand for capacity and bandwidth. To date the main campus DAS network covers nearly 5 million square feet of clinical and research space across 7 different buildings. Moreover, several ongoing capital construction projects at the main campus incorporate funding for DAS infrastructure. Staff will enjoy the same robust level of cellular service as the rest of the campus on the day they start working in these new buildings.

## DAS Monitoring & Maintenance



Intenna monitors and maintains the DAS networks at the main campus and all six satellite facilities. Proactive monitoring allows Intenna engineers to diagnose alarms and equipment failures shortly after they occur and then correct those issues

in a timely fashion. The robust service level agreements (SLAs) of the monitoring and maintenance program minimize downtime and maximize the value that the network provides to staff and patients.

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***“Intenna Systems designs, builds and maintains some of the most complex indoor wireless networks available in the enterprise and service provider segments of the industry. Over two decades of experience provide our staff with unparalleled knowledge in designing, building, optimizing and maintaining customized distributed antenna systems (DAS) and small cell solutions to fit your specific needs. We are distinguished by our commitment to quality and delivering the right solution to meet our customers’ diverse communications needs.”***

## About Intenna

Founded in 1998, Intenna Systems, Inc. is a leading provider of customized, cost-effective, in-building wireless networks. With over two decades of design and deployment experience, Intenna continues to provide comprehensive cellular and public safety network DAS solutions to an impressive resume of healthcare, corporate, hospitality, public venue and government clients nationwide. We are distinguished by our unparalleled experience, ability to navigate challenging environments, commitment to quality and customer focus. Reach out to Intenna today to learn how we can help you create the wireless environment that your employees, customers and patients now require.

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