

Tunstall – American Medical Alert Pawtucket, Rhode Island



Owner Reference:

Tunstall – American Medical Alert
100 Freight Street
Pawtucket, RI 02860

Owner Representative:

The Peregrine Group
20 Newman Avenue
Rumford, RI 02916

Technology Partner:

Carousel Industries
659 South County Trail
Exeter, RI 02822

About the Client

Tunstall is a leading supplier of personal emergency response systems and telecare/telehealth solutions. Additionally, Tunstall provides contact center services for healthcare engagement and remote monitoring services for seniors and special needs groups.

The Contact, Data and Operations Center, located in Pawtucket, is a state-of-the-art facility that supports 24/7 operations 365 days a year. This facility features a high-speed and redundant communications infrastructure; an industry leading telephony platform; a full disaster recovery model and the highest level of security capability.

Scope of Work

SyNet worked in conjunction with Carousel Industries, The Peregrine Group and Tunstall in order to help create a technology plan and design a data center that best addressed the needs as pertaining to the Pawtucket location.

SyNet provided for a complete technology evaluation of the horizontal network, the cabling backbone and the data center in order to ensure compliance with industry standards and assess system functionality and performance.

Upon evaluation, SyNet and Carousel determined that the horizontal cabling needed to be re-terminated and re-certified. Additionally, it was found that fiber optic backbone was not sufficient to accommodate Tunstall's needs; and was therefore replaced with a new fiber optic system supporting the necessary 10GB/sec transmission speeds. Furthermore, SyNet provided for all upgrades, extensions and necessary modifications to the existing communications, access control and surveillance systems; in addition to installing a new video intercom system within the Tunstall facility.

From project inception through to completion, SyNet was tasked with following tight time tables and construction scheduling coordination in order to help ensure a seamless transition for Tunstall, their employees and the clients supported by their services.

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