

Case Study

Industry: Healthcare

Novant Health: Forsyth Medical Center

Project: Voice/data cabling infrastructure

Major challenge: Tight time line



The background

Black Box's relationship with Forsyth Medical Center, part of Novant Health and one of the largest medical systems in North Carolina, began in the early 1990s. The company needed a reliable, high-quality service provider for routine moves, adds, and changes (MACs) at its hospital. Forsyth chose Black Box. Because of the large volume of day-to-day MAC work and cabling maintenance, Black Box stationed one to two technicians on-site at the hospital. This relationship continues today.

In the nearly 20 years since that first job, Black Box has also installed structured cabling for Forsyth's expanded operations at its hospital, medical center, and 40+ off-site clinics.

When MAC work is performed today, all orders go through the Black Box team stationed at the main medical center and to the Black Box office for coordination. This way, Black Box can ensure there are enough technicians to handle the work at any given site. This is especially important to ensure the MAC orders are done promptly.

A building retrofit

Recently, Novant Health decided to consolidate multiple administrative offices into one central building. The company wanted to renovate the building and completely retrofit its

structured cabling system to support its throughput needs well into the future. The solution was a multimode fiber backbone and CAT6 copper horizontal cabling to the desktop. Black Box provided all the cabling as well as the connectivity hardware.

A tight time line

The plan for the renovated building included 620 workstations. Normally, this would be scheduled over a four-month period. But, because of contracting schedules, the entire project was fast-tracked. The project needed to be done within two months.

The retrofit plan called for Black Box to remove all existing cabling before installing the new cabling, a daunting task, which more than doubled the difficulty of the job.

Additionally, the installation had to be carefully timed according to schedules that affected not only Black Box but also other crews and service providers working in the building.

With thorough planning, Black Box succeeded and managed to actually come in under budget, a bonus for Novant Health and Project Manager, Jeffrey Driver.

Because of its long-standing relationship with Black Box, the healthcare company trusts us to efficiently coordinate and execute its structured cabling installations, as well as routine MAC work.

"As the renovation project draws to a close, I wanted to take this opportunity to thank everyone at Black Box involved with the project. As you know, this project was moved to the fast track...Everyone was working on a very short time line. Your staff worked very diligently to meet the expectations of the leaders within Novant Health."

"Also I feel that a strong relationship has developed where Black Box tries to find ways to reduce my expenses for the project, which is greatly appreciated."

"Thanks again for the excellent job done."

Jeffrey H. Driver, Project Manager, Novant Health



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