



Capability Statement



Australia's Trusted Provider of
Healthcare Communications





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Company Profile

Founded in 1969, SEDCO Communications is the trusted supplier and installer of healthcare and aged care communications systems. SEDCO are an Australian owned and operated company with corporate offices and training centres located Australia-wide.

SEDCO is the ISO 9001:2008 certified manufacturer, distributor and installer, specialising in Healthcare and Aged care communications.

The SEDCO Difference:

- The highest quality products
- Providing lowest Total Cost of Ownership (TCO)
- Over 42 years' experience
- Leading edge systems & industry pioneer
- 24/7 support, across Australia via 1300 number
- AS 3811 standard compliant systems
- Integrated solutions simplify administration
- Modular systems providing flexibility
- Systems compatible with third-party systems
- Systems designed specifically for healthcare & aged care
- Ongoing support and training
- Cost-effective upgrade paths due to backwards compatibility
- Trusted brand with a demonstrated reputation for quality

SEDCO Products Overview:

- Nurse call systems to meet all requirements, including: IP, Traditional and Hybrid
- Dementia Care and Aged Care specific systems
- Paging systems and SEDCO pagers
- Duress systems
- Message Centre integrates your staff's wireless and fixed communication devices, such as; paging, cordless phones, security/access control systems, fire panels, Wi-Fi, VoIP, BMS, SMS, digital displays, email...
- Asset Tracking, Infant Abduction Prevention and Resident Wandering Protection
- MATV and Televisions designed and manufactured specifically for healthcare
- Access Control/ Security systems/ CCTV/ Intercoms

SEDCO Communications = Quality, Experience and Leading Edge Products

SEDCO has developed a host of applications, simplifying communications for Healthcare and aged care providers and system users. Applications are powered by intuitive client software, making management of systems easy and providing business intelligence.

Healthcare applications include:

- Intelligent Television
- Nurse Allocation
- Hospital Bed Management
- Resource Management
- Reporting



SEDCO offers 24/7, 365 days a year service and support nationally.

Active Communication is at the core of an efficient and responsive care facility.

SEDCO improves the way facilities communicate and enhances their ability to effectively and efficiently manage staff and patient interactions.

Our success is actively demonstrated by the many long term SEDCO users who have successfully integrated new SEDCO advances into their core systems and the new users who have upgraded to SEDCO systems.

SEDCO delivers tangible benefits because our technical advances enable us to provide a unique combination of flexibility and robustness, delivering the latest technology in safe stable environments.

SEDCO takes care to deliver products which are both backwards compatible to allow for simple and seamless integration with legacy systems and that are scalable to provide for the future.



Core Competencies

Research and Development:

SEDCO heavily invests in Research and Development and is the pioneer in Healthcare and Aged care Communications, manufacturing extra low voltage control systems.

Dedicated and continual research and development, tasked to provide product functionality driven by the market's requirements.

SEDCO has a team of engineers that work to meet the needs of our clients when designing new SEDCO products and applications.

Our R&D team consists of:

- Hardware Engineers
- Firmware Specialist Engineers
- Software Specialist Engineers

SEDCO Communications with its Distribution arm SEDCO Direct have an ongoing commitment to the continued support of its varied product list which includes:

- SEDCO and SedCARE Nurse call systems
- TRS Nurse call systems
- Gladstone Nurse call systems
- Inteltec Nurse call systems
- SEDCO MCP messaging and paging platforms
- Asset tracking, Resident wandering prevention and Patient protection products
- SEDCO class B certified television and entertainment systems

A range of specialised Healthcare and Aged Care products:



Support and Service:

SEDCO provide a national network of support and training. Providing customers with the peace of mind, in knowing they have access to SEDCO support, on a 24/7 basis. A national point of contact via our 1300 number, from which we co-ordinate our response provides a simple and easy to understand method of contacting the company, regardless of where the customer may be located.

24/7/365 Support and Service Level Agreements (SLAs) include:

- Advice from SEDCO technicians via the support line, not just call centre operators
- In-person response times guaranteed in SLA
- Free software updates and firmware upgrades
 - SEDCO software application updates and firmware upgrades for SEDCO devices to optimise operability, once site is brought up to current standard

Industry leader in developing technologies:

- **1970's** - SEDCO created the first digital Nurse call system
- **1980's** - SEDCO created the first Carephone. This style of product has gone on to be the cornerstone of Independent Living call systems, utilised today by most providers
- **1980's** - SEDCO created the first Microprocessor based Nurse call system with talk back functionality

- **1996** - SEDCO created the first software based messaging integration platform (SEDCO Message Centre). Providing a single point of integration for a variety of systems such as Fire, Security, Nurse call and Building Management with delivery of information to paging; both local and wide area. The innovation provided by this initial design was adopted by many in the industry, with ongoing development of the concept

SEDCO Communications today:

- Leading the way in the provision of structured cabled, consolidated rack mount Nurse call communications systems, built on a modular platform, specifically designed for future upgrades, with both forwards and backwards compatibility
- Released the first Hybrid network Nurse call system – Trinity – IP and SEDCONet
- Nurse call applications allow for hospital/hotel bed management, patient entertainment, asset tracking, infant abduction prevention, resident wandering protection and patient interaction management
- SEDCO's original Message Centre (now MCP) has been further developed to deliver messaging from critical systems (Nurse call, Fire etc.) to Wi-Fi devices, mobiles & smart phones, DECT, PBX, IP devices, LCD panels and more... With an intuitive SEDCO touch-screen user interface. MCP works in Windows and Citrix environments
- Integrated Services Management platform developed to provide complete building management

Features include:	Interfaces include (but are not limited to):
<ul style="list-style-type: none"> o 1st and 3rd Party system monitoring o Power Management o Automatic Fault Notification o Automated Service Calls o Escalations o Maintenance Records o Maintenance Scheduling o Access Control/Monitoring o Client to device messaging o Business Intelligence o Every event logged o Reporting Tools o Resource Management 	<ul style="list-style-type: none"> o HL7 o CANBUS o MODBUS o POCSAG o TAP o IP o DECT o SMS o FIP o WiFi o Email o TCP/IP o SEDCONet

Training Academy:

Enables facilities to save on costs and reduce repair times by having in-house staff who are Level 1 certified to work on and repair their SEDCO systems.

The SEDCO Academy was established to address the growing need for a wide range of Health care communications training modules for both technical and administrative staff and runs courses for customers, as well as SEDCO staff and partners.

Internally, the SEDCO Academy is responsible for ensuring all SEDCO Sales and Engineering staff are SEDCO Certified. This rigorous training ensures every time you install a SEDCO system you get a quality product with end-to-end support.

SEDCO also provide training for operational, administrative and technical staff within the hospital for Healthcare and Aged care sites we supply. Training for maintenance engineers can provide them with the expertise in-house to deal with routine maintenance and servicing.

Through the SEDCO Academy, we are able to provide certification to hospital, Health care and Aged care staff, in line with training completed.

Spare parts

SEDCO Direct commits to maintaining a supply of available spare parts for a period of at least ten years after SEDCO system installation.

Record Keeping and Logbooks

- SEDCO Direct shall maintain complete and accurate records in accordance with AS 3811 standard, on behalf of the facility.

Project Management:

To ensure consistent high quality, SEDCO assigns a dedicated project supervisor who follows a documented installation process developed for each site to AS 3811 standard. This ensures your project runs to schedule.

Once full testing in line with the project schedule is completed, the project supervisor signs off to the certified standard. Following sign off, a formal hand-over is completed. The hand-over includes documentation and backups to AS3811 standards.

Technical Advantages:

- Pure IP, Digital and a combination of both systems available (multi-network systems)
- 24V systems compared to some 12V systems in the market...
- Trinity IP hybrid system, increased reliability with the benefits of IP.
- Communications grade power supplies, designed by SEDCO are cost effective and increase the stability of any communications systems.
- Trinity Nurse call system includes input fault notification – sends alarms automatically when there is a fault detected with a port – i.e. call point disconnected, cables cut, call point damaged...
- Commercial TVs, greater screen life, enhanced robustness, high quality analogue and digital tuners in-built, designed for use with SEDCO's water resistant entertainment handsets.
- Can tailor design solutions made possible by a heavy investment in R&D.
- Backwards and forwards system compatibility.
- Structured cabling design using CAT-5e, CAT-6 or fibre.
- Robust and reliable systems – many systems installed 20+ years ago still function in healthcare sites across Australia today.

Environmentally Responsible:

SEDCO understand the importance of ensuring our products minimise their impact on the environment.

SEDCO aims to reduce our environmental footprint in key strategic decisions and in day to day operations. We will continue to review and explore ways in which this can be achieved.

Lead Free Components

SEDCO products are manufactured using lead free components. The detrimental effects of lead use have been well documented and SEDCO is conscious of adopting manufacturing policies that provide;

- Maximum safety for individuals using our products
- Protection for organisations purchasing our products
- Minimal impact on the global environment

Industry Standards Compliance:

SEDCO installation guidelines take into account all aspects of best practise and as such we adhere to the standards provided by all relevant authorities. Our continued reference to best practice is a requirement of the standards set by the company and our ISO 9001:2008 compliance.

- ACIF TS008: Technical standard on requirement for authorised cabling products
- ACIF TS009: Technical standard on installation requirements for customer cabling
- AS/NZS 3080 / 2003: Integrated communications cabling for commercial premises
- AS/NZS 3084: Commercial building standard for Telecommunications pathways and spaces
- AS/NZS3085: Administration of Commercial cabling System
- AS 3811: Hard-wired Patient Alarm systems



Further Information

SEDCO Communications trading as SEDCO Direct at locations across Australia. SEDCO Direct provides installations, support, service, advice, training, system design and planning directly to our customer base.

Our policy is to provide technical training and product knowledge to our clients engineering staff and in the past 3 years the SEDCO Academy has certified more than 200 hospital engineers across Australia and added another 20+ certified installers and service agents to our service base.

SEDCO Communications International has expanded its operations and is now represented globally and continually adding new distributors.

SEDCO is represented in:

- South East Asia
- The Middle East
- Oceania
- Europe

After the bombings in Bali, SEDCO were selected by the Australian Government to provide the Nurse call system to the Burns Unit at the Sangalah Hospital in Indonesia.

Another indication of the extent of SEDCO's acceptance as a major influence in the Australian market is our position as panel members to Standards Australia in the construction of workable and accepted design for low voltage communication control systems in the Health care sector.

SEDCO Communications has built its reputation over many years and has an infrastructure of partnerships that provide it with comprehensive coverage across Australia. Our market profile is recognised by all industry players and our internal structure provides an equitable and solid platform, having been built from a recognised quality and support basis.

We are continually working with our client base to improve our performance and to provide solutions that are usable with outcomes that suit the clinical requirements of the product rather than the aspirations of the engineers that created them.

We compete on the basis of the performance of the product, support and the ongoing benefits that SEDCO Communications offer. We have been successful for many years due to our focus on providing a successful outcome for our clients.

SEDCO Communications is dedicated to being successful not just in 2011 but in 2099 and as such we base our decisions not on what is best for today but on what will be best for tomorrow. Our success is driven by our clients as it has been for the past 42 years, as it will be for the next.

Contact Information

A NETWORK OF SUPPORT

At SEDCO we have been busy developing the way that we interact with our customers to ensure seamless interactions and continued high quality outcomes. Customers have access to the national SEDCO network and local expertise and support through a national point of contact from which we co-ordinate our response. We are only a phone call away.

- **SEDCO Sales Call** 1800 824 082
- **SEDCO Service Call** 1300 852 082
- **SEDCO Academy Call** 1300 852 082

SEDCO AUSTRALIA OFFICE LOCATIONS

