



Case Studies – Self Service Networks

The Better Health Channel

The Customer

Department of Human Services, Victorian State Government

The Need

To expose the Better Health Channel web site to clients in high traffic waiting rooms across Victoria.

To increase use of the web site to ensure broad community access to the services offered.

Ensure equity of access, especially for the physically disabled and those with low levels of computer skills.

The Solution

pieNETWORKS provided a turnkey solution including:

- Kiosk design,
- Project management for the installation and commissioning of the network,
- Testing the Department's web site on the kiosk infrastructure
- Full network monitoring and support
- On site user training

Results

pieNETWORKS installed 130 sites in 6 weeks, easily beating the 12 week schedule set down by the Department.

Total page impressions on the web site increased by 79% immediately following the installation of the network in mid 2000 and have remained high ever since.

Client Feedback

The Department of Human Services acknowledged pieNETWORKS contribution to its project in the attached testimonial letter.



Department of Human Services

Incorporating: Health, Aged Care, Housing, Aboriginal Affairs and Community Services

18th January 2001

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To whom it may concern

Our Ref:
Your Ref:

pieNetworks has been contracted to the Department to operate a public Internet access terminal (PAT) pilot program as part of the Better Health Channel's broader objective of providing quality health information to the Victorian community.

This project was won by pie after a public tender process amongst eleven candidates. They won the bid based on the quality of the services offered and price.

As a turnkey tender the Department was looking for a company who could supply, install and support 130 PATs across the state (half in regional and rural settings) for a 12-month period.

Pie commenced the installation phase in July and had substantially completed it within two months. Installation was a complex project as it involved not only the physical installation of terminals but included internet service provision, power supply, training of staff, etc., and all across 130 diverse health settings (hospitals, pharmacies, health centres, etc.). pie completed this professionally and with minimal fuss.

With the installation complete, pie is now responsible for maintenance and support of the system. Pie has a unique management system that allows centralised control and monitoring of individual terminals (as groups). This was one of the main perceived benefits of the pie system over alternative solutions. We are able to monitor the performance of each terminal enabling us to keep the system at maximum operability.

pieNetworks has met all its performance benchmarks in their contract. Additionally, the staff at pie are flexible and willing to provide services and information that might otherwise be seen as "out of scope".

I have no hesitation in recommending pieNetworks to you as a firm with expertise and experience in Internet terminal operations.

Jeff Langdon
Manager, Better Health Channel
Department of Human Services,
Victoria