

Belgian Healthcare IT Distributor Selects CyberMed NB22



Celem is an IT system integration company based in Belgium operating since 1984. Celem Health provides hospitals in France, the Netherlands, Luxembourg, and Belgium with custom-built systems and strategies to fit any space and need. They specialize in offering a full-service experience, covering all IT concerns from planning, buying, and installation, to repair and service.

Customer Bio



Celem Computers

Industry: Healthcare

Product: CyberMed NB22

HQ: Embourg, Belgium

Challenge

After a decade serving hospitals and medical facilities, Celem discovered that a lot of their competitors were offering the same products. As a result, the only way to win business was to compete on price. They found that hospitals were moving away from heavy powered carts because they were difficult to maneuver and were in constant need of battery replacement. With more facilities switching to non-powered carts with hot-swap battery-powered computers, Celem needed to find a vendor that could differentiate them from their competition while still allowing them to provide the quick deployment and service that their customers had come to expect.

In the end, Celem needed battery-powered, mobile computing solutions with all of the necessary IEC certifications and standards. IP65 was also an important factor. And since Celem also offers upkeep and repair services, the new manufacturer would have to have a short lead time for in-house fixes and replacements.

Solution

Realizing that they needed to switch vendors in order to differentiate themselves from the competition, Celem found Cybernet. After some evaluation, the team at Celem chose the CyberMed NB22 medical computer with three hot-swap batteries to be their solution of choice. The CyberMed had all of the technical specifications that the Belgian healthcare market needed. It was IEC 60601-1 rated for near-patient safety. It had an IP65 rating, meaning it could be sprayed with disinfectant and wiped down without damaging the unit.

In addition, the size, weight, and ergonomics of the units were perfect for the non-powered carts that Celem's customers were moving towards. Celem's agility and quick response time to customer needs is another important factor in their business relationship. Cybernet having a local facility and infrastructure in the United Kingdom helps cut down on lead times and allows Celem to deploy units quickly. In some instances as soon as the units arrive in Belgium they are taken off the plane, sent to Celem's facility, updated with the right software, and deployed the very next day.

Results

The Cybernet computers slipped right into the existing workflow, suiting the IEC, and durability requirements for both Celem and the affected healthcare workers. To facilitate Single Sign On, the units were fitted with RFID, smart card readers, and webcams built right into the devices.

Celem and their customers enjoyed the clean white monitor, the touchscreen interface, and how well the Cybernet equipment integrated with existing equipment. The universal VESA mounts meant the Cybernet units could be installed without additional adjustments. Customers weren't forced to purchase additional carts, since the Cybernet medical PCs fit perfectly into their existing mobile cart setup.

Celem no longer had to compete solely on price and could offer a completely new product and array of features with the Cybernet line.

*“ We like the solution. The customers are appreciating it as well. The NB22 is very well suited for the market. They've been quite the success in Belgium and now in the French market as well. - A.S., Purchasing Manager
Celem Computers ”*