



AT A GLANCE...

Challenge

Response Care provides a range of products from an alert system and notification systems to a wireless network. The systems can be installed in places where elders continue to enjoy living normally, but need monitoring services. Response Care looked for a business partner to provide engineering and manufacturing expertise in creating an industrial device to quickly and reliably connect patients with staff.

Solution

Response Care chose to partner with Crystal Group to provide an industrial server capable of meeting UL-1069 certification, as well as forming a long-term relationship that provides engineering and manufacturing expertise.

Benefits

- Device reliability eliminates business interruptions
- Low maintenance appliance
- Flexible manufacturing options provide scaling opportunities as market grows
- Responsive customer support
- Reinforcement of customer brand through private labeling
- Reliable hardware combined with capable software improves profitability for the care facility

Response Care Seeks Crystal Group Industrial Server for Work in the Healthcare Industry



Response Care approached Crystal Group looking for a manufacturing company partner to build a new version of their R³Cube platform. The new device would increase performance reliability while meeting UL-1069 Edition 7, the highest standard in hospital signaling and nurse call equipment. Crystal Group

Healthcare Technology Challenge

Response Care's mission is to help caregivers provide quality care, safety and security for their patients, residents and loved ones by providing state-of-the-art, reliable communications.

Response Care's innovative R³Cube™ Wireless Call System simplifies technology by bringing together a variety of health care communication systems ranging from standard call cords, bedside stations, security, resident safety, fall prevention and building monitoring.

Earlier in its history, Response Care used a single hard drive server system. Furthermore, to install units into communities of all sorts, Response Care needed a full UL-1069 compliant system. The previous solution provider was experiencing a number of failures and complications.

was selected to manufacture and private label the company's new R³Cube servers.

Crystal Group Solution

The R³Cube is based on the robust design of Crystal Group's IS200 industrial server. The company's reputation for designing and manufacturing highly reliable servers and for providing outstanding customer service was the partnering fit Response Care sought to fulfill its vision.

Response Care worked with the Crystal Group team on a design requirement for their R³Cube system, achieving a highly durable and technologically advanced system.

Innovation Meets Health Care

The Crystal Group IS200 server is manufactured with a lightweight aluminum construction, a 20" depth and with the option of private labeling. The IS200 can operate at temperatures as low as -10°C and as high as +55°C. With leading edge Intel® Xeon® CPU options, this server is the best in class.

"There was a genuine desire on Crystal's part to make sure things were done right and done right the first time," said Response Care founder Myron Kowal. "You could just sense that with our discussions with Engineering."

The primary goal of Response Care is to improve the lives of seniors and those who care for them. With its redesign of the R³Cube system using the capabilities of Crystal Group's IS200 server, the company is making that mission easier by providing a high reliability, low maintenance alert system to care facility customers.

Through the IS200's UL compliance and product dependability, Crystal Group's responsive customer support and commitment to manufacturing, Response Care staff can focus on developing applications and other technologies that continue to support the company's mission.

Whether it is providing care professionals with wireless call notifications or sending internal system notifications to IT, Response Care can use the industrial server from Crystal Group to save time, make employees' jobs easier, and improve the valuable service that Response Care's customers offer to the community.

With the success of the R³Cube system, Response Care's business continues to grow and is now ranked in the top three of wireless nurse call companies nationally.



Rear view of the Crystal Group IS200 Rugged Industrial Server.

About Crystal Group

Crystal Group, Inc. is a technology leader in rugged computer hardware, specializing in the design and manufacture of custom and commercial rugged servers, embedded computing, networking devices, displays, and data storage for high reliability in harsh environments. A small employee-owned business founded in 1987, Crystal Group provides defense, government and industrial markets with integrated solutions that bring seamless, real-time artificial intelligence, autonomy and cybersecurity to demanding edge applications.