

# Florida Hospital Group: In Search of a Secure and Reliable Hardware-Based Music Solution

Florida Hospital Group (FHG) tasked their IT consultants to find a reliable, hardware-based music solution in order to play comforting music for patients in lobbies and common areas without compromising network security.



## Multi-Channel, Multi-Zone Needs

Having many campuses spread across the state of Florida, FHG needed a music solution that would play consistently across many locations and zones. A number of campuses would also need music unique to their clientele or area. All of this needed to be accomplished with their existing audio infrastructure with little to no installation costs, if possible.

## PCI Compliance & Commercial-Grade Hardware

FHG's IT consultants quickly recognized that app-based music solutions would not be viable in the secure, advanced network environment at their many hospital campuses. In addition, a standard media player could not be configured to function adequately within a PCI compliant environment.

## SOLUTION

Custom Channels provided FHG with a fully customizable music solution with many channels to meet each campus' needs. The FHG IT consultants worked closely with Custom Channels' tech team to program dozens of players with specific IP and security settings in order to quickly install and configure music hardware across the state of Florida. Each player also comes standard with remote monitoring and control functions to reduce in-person troubleshooting.

