



STATIC SYSTEMS GROUP

## SSG delivers full IP Nurse Call upgrade at Royal Hospital Oman

March 2026

### Project overview

**Royal Hospital Oman**, one of the Sultanate's most prominent tertiary healthcare facilities, is undertaking a major upgrade of its Nurse Call infrastructure as part of its ongoing commitment to patient safety and clinical excellence. As one of the busiest hospitals in the country, the site operates at high capacity, serving large volumes of patients daily across a wide range of specialist departments.

The project, which commenced in early 2024, covers more than 600 beds across multiple clinical areas, representing one of the largest Nurse Call modernisation programmes currently underway in the region.

Building on a long-standing relationship with SSG technology, the hospital selected SSG's latest full IP Nurse Call platform, Acelo, to replace its existing Nurse Call system. The legacy system, also supplied by SSG, had delivered years of reliable and durable performance, giving the hospital confidence to continue its partnership and transition to the next-generation solution.

The project is being delivered in close collaboration with SSG's local distributor, ensuring a coordinated approach that aligns global expertise with local operational knowledge. **The overarching objective is to modernise the Nurse Call system while maintaining uninterrupted clinical operations throughout the upgrade.**

### Technical scope and system design

SSG, a Halma company, was appointed to support the replacement of the hospital's existing Nurse Call system with the Acelo full IP platform. The new system is designed to deliver enhanced reliability, improved clinical workflow efficiency, and long-term scalability, while supporting the hospital's evolving digital healthcare ambitions.

A key aspect of the project has been SSG's involvement in system planning and design. Drawing on extensive experience across the UK and international healthcare markets, SSG's technical team worked closely with the hospital and local distributor to develop a solution tailored to the specific operational needs of the site.

One notable example of this collaborative design process was the recommendation on the placement of cardiac emergency buttons. SSG assessed clinical workflows, patient safety requirements, physical ward layouts, and overall project cost to propose optimised installation locations. These recommendations were carefully localised to reflect the hospital's working practices and patient care priorities, ensuring an appropriate balance between safety, efficiency, and budget.

Following detailed consultation, the hospital accepted SSG's proposals, reinforcing the value of expert-led system design in delivering practical, real-world outcomes.



### WHERE CARE MEETS TECH

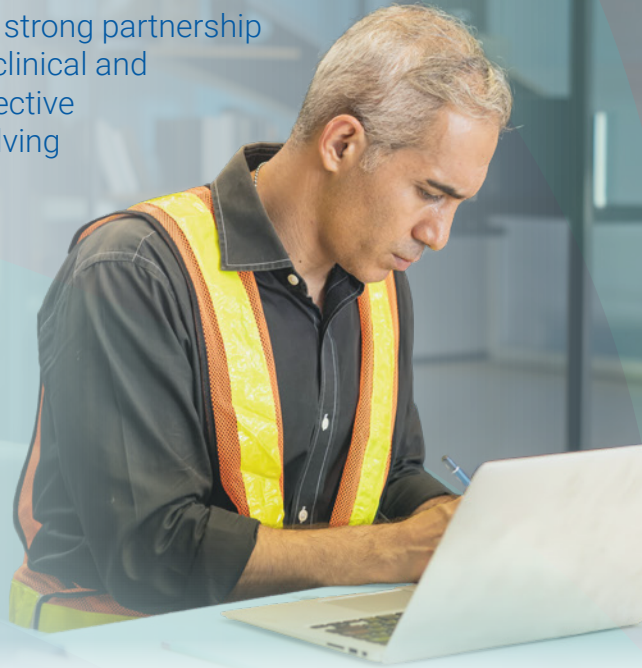
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## Strategic implementation

The successful delivery of this upgrade is underpinned by a strong partnership model between SSG, its local distributor, and the hospital's clinical and technical teams. This "one-team" approach has enabled effective planning, clear communication, and responsive problem-solving throughout the project lifecycle.

SSG's technical specialists have provided hands-on support during both the planning and installation phases, offering expert guidance on system configuration, integration, and commissioning strategies. This close collaboration has been essential in ensuring that the new Nurse Call system can be deployed with minimal disturbance to live clinical operations.

The phased implementation strategy allows critical hospital services to remain fully operational while individual areas are upgraded, helping to mitigate risk and maintain continuity of patient care.



## Minimising operational disruption

Executing a Nurse Call replacement programme within a live, high-occupancy hospital environment demands a delivery strategy that prioritises patient safety and clinical continuity above all else.

To achieve this, the project team adopted a carefully sequenced installation plan, coordinating works with hospital leadership and ward staff to avoid peak operational periods wherever possible. Regular progress reviews and on-site coordination ensured that any emerging risks were identified early and managed proactively.

SSG's technical team provided continuous remote support to the local distributor to fulfil on-site requirements, addressing design queries, installation challenges, and configuration requirements in real-time. **This responsive approach has helped ensure that the transition from the legacy system to the new Acelo platform proceeds smoothly, without compromising the hospital's ability to deliver care.**



## Scalability and futureproofing

The Acelo full IP Nurse Call system provides Royal Hospital Oman with a modern, future-ready platform capable of supporting long-term clinical and digital transformation goals.

Designed for scalability and interoperability, the new system enables the hospital to expand or adapt its Nurse Call infrastructure as clinical demands evolve, without the constraints of proprietary or legacy limitations. Enhanced system resilience and advanced functionality will support improved staff response times, patient safety, and operational efficiency across the site.

By preserving the trusted reliability associated with SSG technology while introducing a next-generation IP architecture, the project ensures that the hospital is equipped with a robust and adaptable solution for the years ahead.

## A trusted partner, not just a supplier

This project exemplifies the strength of SSG's 60-year legacy in healthcare technology and its value as a long-term partner to both distributors and end users. The combination of proven product reliability, deep technical expertise, and a collaborative delivery model has reinforced SSG's position as a trusted advisor rather than a conventional equipment supplier.

As the project continues toward completion, all parties remain confident that the upgrade will deliver lasting benefits for patient safety, clinical efficiency, and system resilience. Further updates will be shared once the installation and commissioning phases are fully concluded.



[www.staticsystems.co.uk](http://www.staticsystems.co.uk)

+44 (0) 1902 895 551

Head Office

Heath Mill Road,

Wombourne, Staffordshire,

WV5 8AN, England