

# PHILIPS

Professional Displays



# Stiftung Kinder-Hospiz Sternenbrücke

Connecting better: wellbeing benefits with Philips MediaSuite TVs

“ Our new Philips  
MediaSuite TVs give our  
guests joy, distraction from the  
often stressful everyday life, and  
precious moments together.”

Peer Gent, Management | Stiftung Kinder-Hospiz Sternenbrücke





## Background

When a child suffers from a life-shortening illness, families need a place and people who can support them. The Sternenbrücke children's and youth hospice accompanies affected families not only in the final phase of their child's life, but also throughout the often many years of illness with recurring respite stays – professionally and lovingly. In addition, Sternenbrücke continues to support affected families even after the loss of their child.

## Challenge

With an outdated TV system that often experienced obstructed channels, the Sternenbrücke team were keen to modernise their offering. They needed a new solution that made using the TVs as easy as at home and gaining critical information about the Sternenbrücke children's and youth hospice as barrier free as possible.

The team turned to AV integration specialists, AVARA, to deliver a system with simple and clear operation and menu navigation, as well as the ability to present Sternenbrücke's support to its guests – paperlessly. Modern, diverse entertainment that could be tailored to the different room types (children's room, teenager's room, parents' room) were all on the wish list.

## Solution

For a home from home TV with the benefits of an easy to use management system, AVARA knew the solution was simple: Philips MediaSuite. Selecting a range of sizes and models to fit the differing needs within each type of room, all connected via PPDS' CMND server, the specialists at AVARA implemented a centralised network that significantly reduces workload by enabling the control and updating of all TVs centrally, eliminating the need for individual management in each room.

The implementation was completed successfully, with close collaboration between all teams involved. Continuous support was a key factor in the project's success – both internally, through IT and building services, and externally, through AVARA and PPDS – ensuring a smooth roll out and seamless adaptation to the unique requirements on site.

Each room is now equipped with access to a wide range of apps, allowing families to stream their favourite films and series, browse media libraries, listen to the radio, watch DVDs, or enjoy gaming experiences on the connected PlayStation.

In addition, AVARA integrated a dedicated information portal for parents, providing access to general details about Sternenbrücke, as well as up to the minute news and information.

“ Thanks to the committed cooperation of all those involved, we were able to implement a barrier free and easy to use TV system that goes beyond technical improvements. We are thrilled and would like to thank AVARA and PPDS for their generous support in realising this project!”

Peer Gent, Management | Stiftung Kinder-Hospiz Sternenbrücke

By completely modernising the TV system, AVARA has helped to create a home from home environment where guests can come together without concern. The modern, intuitive technology enables families to share valuable moments focused entirely on comfort, ease of use, and joy.

## Benefits

**Better accessibility:** Guests at Sternenbrücke can find all the information they need, how they need it, with subtitles, intuitive menu navigation and a simple remote control all included.

**Home from home entertainment:** Offering a multitude of apps including streaming, gaming and more via the intuitive and an easy to use on screen menu.

**Easy updates with CMND:** Content can be easily updated by the Sternenbrücke team either for single rooms or multiple to ensure that the right information is provided at all times.

### Fast facts

**Client**  
Stiftung  
Kinder-Hospiz  
Sternenbrücke

**Project**  
Connecting better:  
wellbeing benefits with  
Philips MediaSuite TVs

**Industry vertical**  
Healthcare

**Products**  
32" Philips MediaSuite 5114 (8x),  
43" Philips MediaSuite 5214U (20x),  
50" Philips MediaSuite 5214U (1x),  
55" Philips MediaSuite 5214U (1x),  
55" Philips Business TV (1x) and  
CMND Server.

**Location**  
Hamburg, Germany

**Partners**  
AVARA AG



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