

CASE STUDY

Dutch care organization Antaris chooses complete Alcatel solution



Alcatel offers customized communication to healthcare organizations

The merger of three nursing homes in the Amsterdam area made the need for a cost-efficient, integrated telephone network apparent. Alcatel and Business Partner Getronics designed a complete solution based on the Alcatel **OmniPCX Enterprise**

"On top of the required user friendliness, the full integration of our internal communication and the expected cost-reduction, Alcatel offered us an attractive service package."

*Cees Van Leeuwen,
Manager General and
Technical Services, Antaris*

communication server. The solution includes an Alcatel DECT system and Ascot DECT handsets. The result is a transparent voice network covering all three locations and offering the Antaris foundation more and better communication functionality. Thanks to the integration with the DECT handsets and customized functionalities for the healthcare industry, such as alarm systems and nurse call systems, the mobility and availability of the Antaris staff has been improved.

Mobility and availability at any given moment

Healthcare requires mobility and availability at any given moment, 24 hours per day, 7 days per week. Lives depend

on communication systems used in health care services. These days however, the healthcare sector is faced with cutbacks, so healthcare institutions are forced to operate with reduced staff and budget. As a consequence, efficiency has become their number one priority.

The Antaris foundation, a Dutch organization in the healthcare sector, offers services such as medical care, social programs and psychological support. In addition to services for the elderly and disabled, Antaris manages three nursing and rest homes, two satellites for home care and a center for social programs that provides community work, delivery of meals, and other services. About 800 staff and volunteers assure a comfortable and independent life for some 1500 patients. The nursing homes count some 350 beds, the rest homes nearly 500.

Challenges

- Integrate all locations in one transparent and centrally managed network
- Reduce telephony costs and improve registration of telephone communication
- Integrate functionality of pager and alarm devices with DECT handsets

Solutions

- Alcatel **OmniPCX Enterprise** communication server
- DECT system for integration of all alarm functions, telephony and messaging
 - > Alcatel DECT system with Ascom Messenger and Ascom Protector DECT handsets
 - > Alcatel OmniMobility Notification Server with 3 nodes
 - > Ascom IMS Integrated Alarm and Messaging Server (embedded, without moving parts, highly reliable and practically maintenance-free)

Benefits

- One transparent and centrally managed voice network
- Cost-reduction thanks to internal telephone communication between the locations
 - > Ease-of-use: one telephone directory, speed dial and increased transfer functionality
 - > Increased mobility and reachability of staff

Merger of nursing homes requires integrated communication

The merger in 2003 of three Antaris nursing and rest homes – De Drie Hoven, the Leo Polak home and the A.H. Gerhard home – made the need for an integrated voice network apparent. The existing network infrastructure was out of date and maintenance was no longer viable: it simply did not meet requirements for today's stringent healthcare needs. Antaris decided to look for a new solution. Cees Van Leeuwen, Manager General and Technical Services at Antaris says: "We wanted to support our five locations with one integrated and centrally managed system.

The old switchboard was too small and long overdue for an upgrade; as a result, we did not have the necessary functionalities." An Alcatel communication system was the solution of choice, installed by Alcatel Business Partner Getronics. This system would unite all locations and streamline all voice communication within a single network.

A transparent and centrally managed voice network

Antaris decided on a new integrated network for all voice traffic, both within and between all three nursing and rest homes. In the past, voice traffic passed via three separate servers. The new network, including over 750 workstations, could be easily and centrally managed, and it was expected to reduce telephony

costs. One of the requirements was an efficient registration system allowing easy management and billing of all telephone communication.

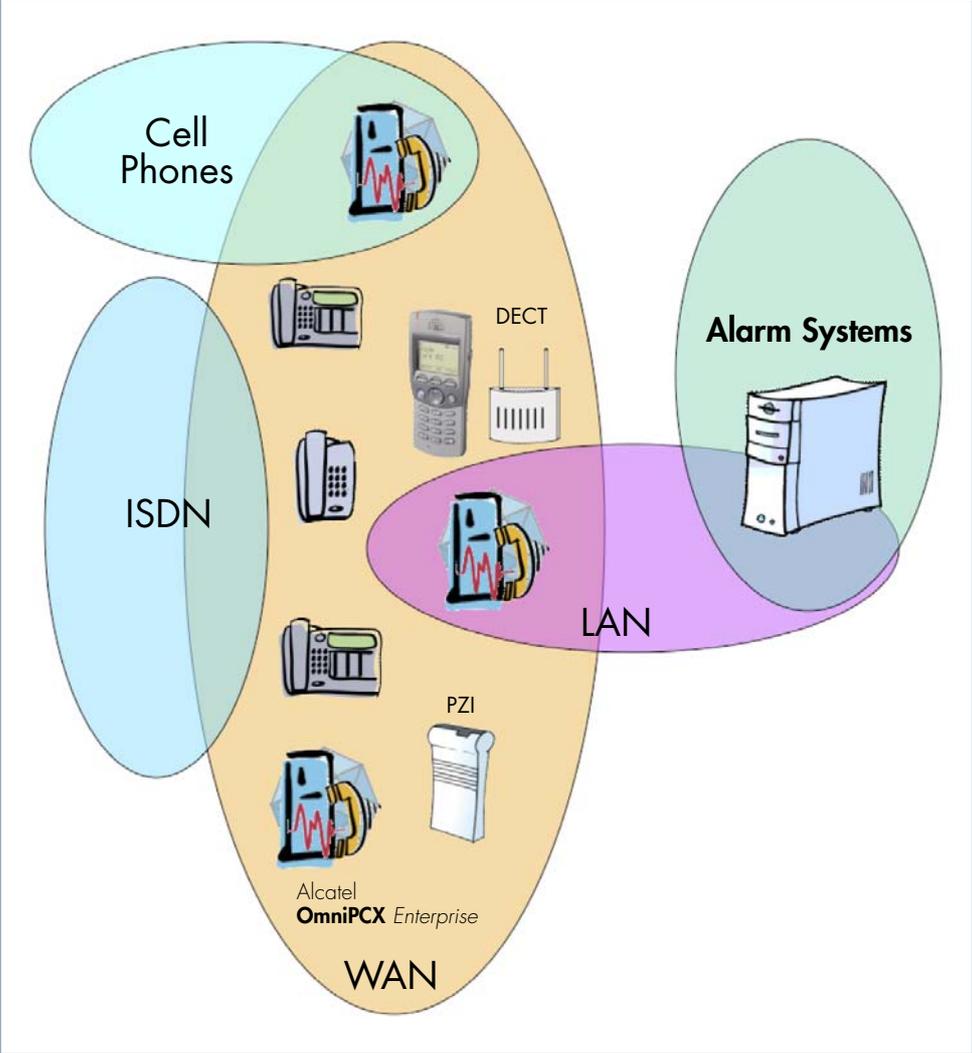
The new communication system also had to offer more functionality than the old separate systems. One location, the Leo Polak home, had an additional request for a DECT system with pager and alarm infrastructure seamlessly integrated into the system, in order to guarantee the availability and mobility of the nursing staff.

Complete solution by Alcatel and Ascom

After an external consultancy agency conducted a market research study, the contract for the installation and integration of the new communication system was entrusted to Alcatel Business Partner Getronics. "Antaris had an easy choice as our proposal was attractive and complete, offering more functionality than the competition," says Cyriel Bijl, Account Manager at Getronics.

The installation of Alcatel **OmniPCX Enterprise** created one network for all three locations. In addition, the Leo Polak care home was equipped with a DECT system, supported by Ascom Messenger and Ascom Protector handsets.

Antaris had already been working with Ascom, who supplied a pager system and a nurse call system. The installation of Alcatel **OmniPCX Enterprise** offered Antaris the added value of an integrated system. After the installation of the



Thanks to the Ascom and pager interfaces, all communication now passes through one DECT handset, for all telephone communication and messaging as well as all alarm functions. This has resulted in increased availability and mobility, as well as increased safety in high-risk situations.

In addition, the integration of all locations (three for now, but all locations in the future) has led to a clear cost-reduction. In the past, all telephone communication between the different locations passed over telephone lines from an incumbent telecom supplier; now, they are internal calls.

An extension of the network to include all locations

The installation of the Alcatel **OmniPCX Enterprise** communication server and the DECT system at the Leo Polak home is merely the first stage in the modernization of the Antaris network. In the fall of 2004 both satellites for home care will be integrated in the network. The DECT system, with the benefit of integrating all messaging and alarm functions, will in the future be extended to the other locations.

Alcatel infrastructure, the integration of the Ascom DECT handsets within the Alcatel network was extensively tested. Via an Alcatel OmniMobility Notification Server and the installation of three nodes, all pager functions were integrated in the DECT handsets. In addition, all alarm systems, such as the nurse call system and the fire alarm system, were linked to the DECT system, taking into account some very stringent regulations. As a consequence, the use of pagers became redundant. In addition, the Ascom Protector handsets offer Antaris a unique one-button alarm function to guarantee personal safety during the evening and night shifts. This is very useful since staff occupation is minimal at these times.

Increased availability and mobility while reducing costs

Antaris now has a telephone network, which is easy to manage, with one single telephone directory for its three locations. Internal calls can now be made by speed dial or by name, and the transfer functionalities have increased.

The link between the alarm systems and the DECT system has made pagers redundant. This solution, based on Alcatel and Ascom products, increases mobility, availability and efficiency in any healthcare institution.

ascom nira and "critical mobility"

Ascom Nira is part of Ascom's Wireless Solutions division and has some 300 employees. Thanks to its specific market knowledge and a wide range of products and system packages, Ascom Nira offers complete solutions for communication and security. This is the power of Ascom Nira. Experience and know-how guarantee well thought-out advice. Technical specialists develop hardware and software solutions. In their turn, assembly technicians deliver a perfect operational system, followed by experienced service technicians who guarantee the continuity. In addition, Ascom Nira organizes training for users and system managers. In short, everything you need for optimal efficiency.

The wireless Alcatel-Ascom corporate solution consists of two different DECT handsets, supplied by Ascom Nira (and supported by the Alcatel radio base station equipment): the Messenger and the Protector. These are durable, water and dust proof models (IP64). The Protector model offers alarm functionalities, a 'no-movement' alarm and a one-button alarm function. These two Ascom handsets are an addition to the existing range of Alcatel DECT handsets.

Mobility is essential in Alcatel's communication strategy. The combination of Alcatel's rich mobility architecture and Ascom's wireless corporate phones perfectly meets the high demands of the corporate world. Examples of this are: fire alarm centers, building management systems, medical infrastructure, nurse call systems, telemetry systems, etc. The Ascom IMS module is an IP based embedded server module. Embedded here means without moving parts, practically maintenance free and highly reliable.

Role of the Business Partner

Getronics, as Alcatel Business Partner, successfully managed the installation of the complete Antaris communication network. Thanks to Getronics' vast experience in implementing, integrating and managing networks, Antaris can count on professional support, during and after installation as well as for the future expansion of its network.

"We offered an attractive package with more functionality than the competition, thereby providing Antaris with an easy choice."

Cyriel Bijl, Account Manager, Getronics

**Business Partner Info**

With about 22,000 employees in over 30 countries and a turnover of 2.6 billion euro in 2003, Getronics is one of the world's leading suppliers of independent Information and Communication Technology (ICT) solutions and services. Currently, Getronics combines the competencies of Dutch Getronics with the activities of former Wang Global plus the former systems and services department of Olivetti. Getronics is the number two in the market of Network and Desktop Outsourcing and globally takes the fourth position in Network Consulting and Integration (source: IDC 2002-2003).

Getronics develops, implements, integrates and manages ICT infrastructure and business solutions and thus helps both global corporations and local companies to maximize the value of their information technology investments.