

DAMOVO

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CLINIQUES UNIVERSITAIRES SAINT-LUC

Brussels largest hospital has deployed a new Mitel-based infrastructure to modernise communication and enhance patient care.



"LESS STRESS, BETTER CARE"



Industry:
Healthcare

Region:
Belgium

Size:
5,800 employees

www.saintluc.be

About Cliniques universitaires Saint-Luc
Cliniques universitaires Saint-Luc is the largest hospital in Brussels, with over 5,800 staff and 900 beds. The hospital and its partners are committed to providing patients with top-quality, dependable, easily accessible care with the most advanced technology.

The group is a reference point for not only Belgium but the rest of the world as regards certain complex disorders. They continually produce excellent results in their work as a teaching hospital center with the principal activities of research, innovation, and teaching shared by The Université catholique de Louvain (UCL).

Business Challenge

Cliniques universitaires Saint-Luc has always been a leader when it comes to quality of care and medical expertise. However the communication infrastructure needed modernisation. The medical staff were equipped with pagers, which had their disadvantages. The contact centre also needed modernization in order to meet – and exceed – today’s customer care standards.

In order to address those challenges, Saint-Luc decided to invest in a new communication technology infrastructure, which could become a reference for the Belgian hospital industry. When looking for a partner to advise on and implement this infrastructure, they joined forces with the UCL (University of Louvain-La-Neuve), the hospital’s reference university. Jacques Rossler, CIO of the Saint-Luc hospital comments: “We shared our telephony infrastructure with UCL and we were both looking for a similar transition. Damovo was selected after carrying out a public tender.”

The Damovo Approach

Damovo analysed the hospital’s needs, and subsequently designed and implemented a solution around the Mitel MiVoice MX-One UC platform. Employees are now equipped with new VoIP fixed or soft phones. Existing legacy analogue phones from the patient rooms have also been integrated into the new system via media gateways.

Over 1500 voice over Wi-Fi Ascom portable phones have been deployed to run on the Wi-Fi network. The Mitel UC platform makes it possible to migrate legacy connections to the new technology (e.g paging to Wi-Fi portable phones). The portable Wi-Fi handsets have been integrated into the ASCOM alarm platform – which means crucial lifesaving alerts from across the hospital can be instantly communicated to the right personnel.

MiContact Center Solidus has also been implemented in order to manage patient appointments, and support several contact centres. Eight operators now take care of the daily calls to the general number with the aid of Inattend, Mitel’s advanced operator workstation.

A seamless SIP trunk has also been established to interconnect to the UCL UC platform. This enables more efficient and cost effective communication between the two facilities who work very closely together.

Customer Value

Less stress, better care

Doctors, nurses and support staff all now have portable phones connected to a resilient Wi-Fi network. This makes them much more accessible, and guarantees a high quality line 24/7.

The new system has enabled the hospital’s contact centres to be more efficient. Call waiting times have been significantly reduced. Incoming calls are now immediately transferred to the right contact centre. Saint-Luc now avoids unnecessary frustration from people being directed from pillar to post, and makes sure that their questions are immediately answered by the right people with the right specialty from the right division. “In the end, it’s the patient that benefits from this”, continues Rossler. “Because they get tailored advice and service from the moment they first contact our hospital onwards.”

Over the last twelve months Saint-Luc has clearly seen that its new infrastructure has resulted in a general improvement of its communications, both internally and externally. “This has led to significantly increased satisfaction amongst our staff and patients, and has reinforced our position as one of the reference hospitals in the industry, now and in the future.” concludes Rossler.

“ Swift, reliable and clear communication is vital for our doctors and nurses to do their jobs. The new communication infrastructure has therefore made their lives easier and probably less stressful. Which is very important, knowing that they hold our patients’ health in their hands.”

Jacques Rossler,
CIO, Cliniques universitaires Saint-Luc

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Our customers benefit from our 40 years of experience, expertise and ecosystem of industry partners. Through our consultative approach (understand, deliver and improve) we work with our customers to explore how technology can support their business objectives now and into the future. Our portfolio includes solutions around Unified Communications and Collaboration, Enterprise Networks, Contact Centres, Cloud Services and Global Services.

Damovo has regional offices across Europe and a global capability spanning over 120 countries. Whatever the sector and wherever the geography, we give our 2,000 customers the tools they need to accomplish continuous business improvement.

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