

A photograph of a hospital ward. The room contains several hospital beds with white linens, arranged in a row. Medical equipment, including monitors and IV stands, is visible. A clock is mounted on the wall. The lighting is bright, and the overall atmosphere is clean and professional.

DAMOVO

Optimized patient service
and efficient hospital
operation



Change Driver

A hospital that treats more than 70,000 patients* annually was planning a new building and the complete renewal of its communication infrastructure.

The existing internal and external communication channels, including pagers, landline and mobile phones, email and stationary computers had been implemented completely independently of each other, with the result that doctors, for example, had different telephone numbers on which they could be reached. The hospital was looking for a solution that would enable full integration of all communication channels.

In addition, the process to apply for Internet, TV and phone cards was very cumbersome for the patients. A further objective was therefore to significantly simplify the provision of rental terminals and media content to patients.





Damovo Approach

Damovo implemented a fully integrated IP-based communication system from Avaya to ensure connected and seamless communications with maximum operational reliability.

The solution includes the Avaya Aura UC solution, the IX Contact Center, IP-DECT, LAN and WLAN infrastructure, alarm servers, a "bring-your-own-device" (BYOD) solution for patients and Avaya Breeze® for the processes of patient admission and discharge.

The dual redundant system landscape was installed in the hospital computer centre within a few weeks and is operated by Damovo as a managed service.



Customer Value

How IT benefits

Significant cost savings were achieved through the integration of communication channels within one network, and the dispensing of administration and billing processes in relation to patient rental equipment and Internet services.

The provision of a modern patient entertainment concept was achieved in line with security and data protection requirements – through the separation of individual network areas and individual access authorizations.

How the **employees** benefit

The integration of all communication channels makes work processes more efficient.

Employees can each be reached under one device-independent number.

An individual, needs-based selection of communication channels is now made for each employee based on their tasks and responsibilities.

How the **patient** benefits

The admission and discharge of patients is much more efficient now.

Patients with an ID assigned to them can use their own terminal equipment or loaned devices to take advantage of communication services such as telephone, TV, radio and WLAN Internet access free of charge. They can also conveniently book additional services.