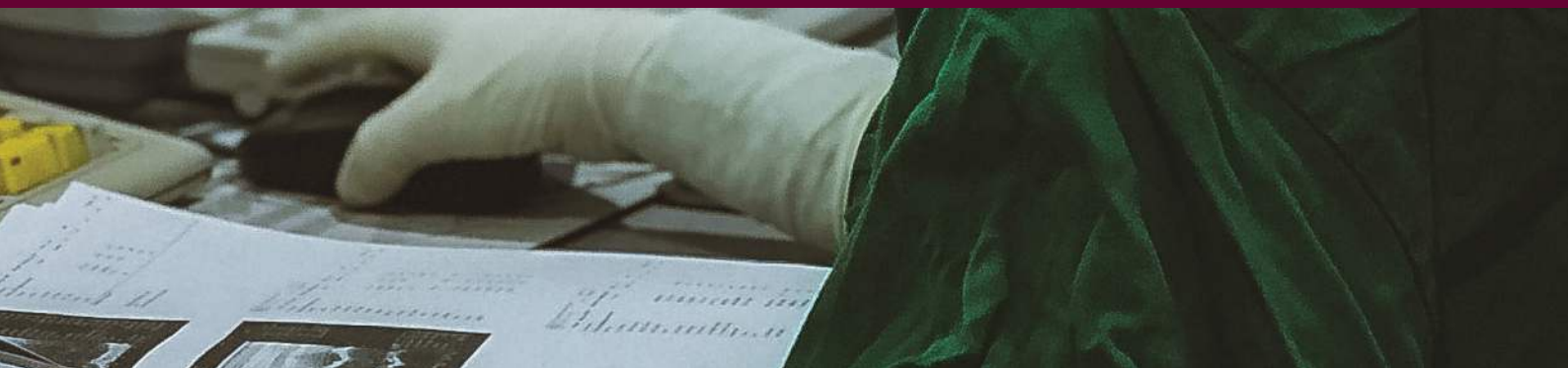




DAMOYO

SECURE COMMUNICATION ACROSS LOCATIONS IN THE KRITIS HEALTHCARE SECTOR

Caritas Trägergesellschaft Saarbrücken introduces
UCC communication platform



THE INITIAL SITUATION

Caritas Trägergesellschaft Saarbrücken mbH (cts) is a religiously affiliated provider of 34 social projects in Germany, including day care centres, hospitals and rehabilitation clinics, predominantly in Saarland and neighbouring regions. With approximately 6,500 employees they support people of all ages in the areas of health, care for the elderly, children and youth services and education.

Their hospital facilities, St. Theresia Saarbrücken (acute hospital) and St. Josef Dudweiler (specialist hospital), aim to provide patients with high-quality care in line with the latest medical standards as well as to provide the specialist staff with the necessary modern infrastructure. To ensure this, a more streamlined technical infrastructure was needed. A number of independent telecommunications platforms were in use at the locations.

"Each building was set up differently. This made it difficult for the sites to communicate with each other and required a lot of time bridging communication, but also in the administration of the telecommunication platforms," says Elke Gaber, Head of Technology & Construction at Caritas Hospital Saarbrücken. In order to streamline the communication solution for three rehabilitation clinics in their remit CTS invited proposals from expert partners, eventually choosing Damovo as their ICT service provider of choice.



CARITAS TRÄGERGESELLSCHAFT SAARBRÜCKEN MBH (CTS)

- Denominational provider with 34 facilities in Saarland and neighbouring regions
- Founded in 1992 as a non-profit institution
- A total of over 6,500 employees
- Provision of agency-wide service functions such as finance, IT, quality management, construction, legal, ethics and communications

THE GOALS

The overall project goal was to replace the archaic telephony systems at the two Caritas Clinic locations as well as the existing telephony systems at the three rehabilitation clinic locations of the CTS network with a streamlined communication platform. This future communication solution was to be set up in such a way that other CTS locations and facilities could also use the solution in the future. The communication platform was therefore set up redundantly and with high availability at two CTS data centre locations. Among other things CTS wanted to ensure smooth communication between the two hospitals, standardise telephone switching and facilitate accessibility for and by patients. The aim was also to quickly inform the right specialist staff in acute cases, regardless of location. "As a hospital in a CRITIS environment, we are dependent on a secure IT and TC infrastructure and highly available applications. That's why we coordinated closely with the Damovo team to define the exact needs and ensure a smooth transition from the old to the new system" said Gaber.

THE SOLUTION

The core of the solution is the cross-location UCC platform from the manufacturer MITEL (MiVoice MX-ONE). This application for the telephony system as well as the collaboration solution Mitel MiCollab are available via a hosted, virtualised server farm installed in the data centres. Local protection is provided via decentralised gateways at the remote locations; the houses can continue to operate independently in the event of malfunctions. In the event of major failures, the systems and applications can be accessed via the central data centre. With this redundant server infrastructure, Damovo ensures the high

availability of the systems and applications. The centralised solution relieves the local in-house CTS staff at the respective location. Mobile in-house communication takes place via a DECT infrastructure based on TDM interfaces, as well as via corresponding end devices. The common numbering system gives a holistic image of the houses to the outside world and enables easy call transfer between the locations. In addition, Damovo installed a Serinus alarm server with numerous interfaces and emergency conference circuits for up to 30 person calls simultaneously. The advantage; If an emergency patient is admitted at one location, the alarm server notifies the correct and necessary specialists across locations at the push of a button. They confirm receipt of the alert and immediately go to the admitted patient. The alerting is quick and targeted – a great time-saver, especially in acute cases where every minute counts. Since the system documents all alarm cases, CTS also fulfils its documentation obligations, which apply to facilities in the healthcare sector.

CHOICE OF PROVIDER

Damovo convinced CTS with a holistic DAMOVO consulting approach and developed an individual solution concept that meets the set project goals and is also designed for future requirements. The ICT service provider is responsible for the smooth operation of the communication solutions. As a managed services provider, Damovo takes over the administration and maintenance of the systems and applications and is available around the clock in the event of a fault. With further expertise, for example in the field of security, Damovo also provides a modern, scalable IT and communications infrastructure for CTS in the long term. Jochen Schneider, Head of IT at CTS commented "As a provider of facilities in the critical health care sector, we bear a social responsibility. We also take this into account by ensuring that our facilities are technically future-proof, because in the event of a malfunction, we still remain fully capable of working and responding." Heinz Palzer, Managing Director of CTS adds that "Professional health care is guaranteed at all times."

DAMOVO

- Internationally operating ICT service provider
 - 16 branches worldwide, support capacity in 150 countries
- Over 650 employees, approx. 2,700 customers
 - Consulting and solution expertise in the areas of Unified Communications & Collaboration, Enterprise Networks, Contact Centre, Cloud Services, Security and Global Managed Services
- Management of around 1.9 million endpoints worldwide