

ALE

Where
Everything
Connects



Healthcare customers

Success stories

eBook

Alcatel·Lucent 
Enterprise

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Digital technologies are acknowledged worldwide as a key enabler to transform healthcare delivery. They enable better, more efficient and higher quality care as well as a superior patient experience. Making everything connect to create customized technology experiences that patients, clinicians and care providers need is a key component of a successful digital transformation.

From ubiquitous access to patient information, knowledge sharing to messaging, Alcatel-Lucent Enterprise offers real time communication, collaboration, mobility, event notifications and location-based services thanks to an always on wired and wireless network.

With ALE solutions, medical professionals can more effectively connect with the people who matter most – their patients.

See how Alcatel-Lucent Enterprise enables healthcare providers to connect their patients, staff and healthcare ecosystem to optimize the care pathway and enhance accessibility, efficiency, quality and patient outcomes.

This eBook contains a set of Healthcare customer success stories including additional information about their chosen ALE solution.

[Learn more about the ALE Healthcare Solutions.](#)

Läkarhuset Odenplan	Spinal injuries Australia	Mercy Hospice Auckland	Kloster Hegne	Centre Hospitalier de Péronne	KMPT	Les hôpitaux Universitaires de Strasbourg (HUS)	Oroville Hospital	East Sussex Healthcare NHS Trust	Emirates Specialty Hospital (ESH)	Thomas Holt	Medcare	Royal Prince Alfred	Shengjing Hospital	Advocate Health Care	Centre Hospitalier d'Auch	Centre Hospitalier de Carcassonne	Liverpool Hospital	Inspira Health Network
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COUNTRY: **SWEDEN**

SOLUTION: **COMMUNICATIONS**



Läkarhuset Odenplan

The Läkarhuset Odenplan Clinics ensure greater safety for their patients and staff

The Läkarhuset Odenplan healthcare facility existing fire alarm solution only sounded on the ground floor of the building and the system failed to alert the 13 floors above. They wanted a simple and effective solution so that all floors would be notified about a fire alarm.

“Thanks to the new notification solution, we are now in line with local government fire safety recommendations. Going forward we want to build on the success of this first stage, perhaps by adding floor plan geolocation or other alarms, such as man down or intrusion, in the notification scenario. We also have other facilities in the city where we may implement the solution. There are many possibilities open to us.”

INGVAR WIKLANDER
TELECOM MANAGER, LÄKARHUSET ODENPLAN

PRODUCT LIST

- Alcatel-Lucent OpenTouch® Notification Service
- Alcatel-Lucent OmniPCX® Enterprise Communication Server
- Alcatel-Lucent Premium DeskPhones
- Alcatel-Lucent Enterprise Professional Services



The full success story



Customer testimonial



Solution video

COUNTRY: AUSTRALIA

SOLUTION: COMMUNICATIONS



Spinal Injuries Australia

improves its staff communication across multiple sites

Spinal Injuries is a non-profit organization whose goal is to improve the lives of patients who suffer from spinal cord injuries. As the organization has been expanding rapidly, they needed a strong telecommunications solution to provide high quality support to patients at home.

“With so many stakeholders involved, it is critical for us to have an IT solution that streamlines the communication and collaboration between our network of partners, employees and support workers in order to deliver the best quality of service to our clients.”

PAUL MANSELL
IT MANAGER, SPINAL INJURIES AUSTRALIA

PRODUCT LIST

- Alcatel-Lucent OXO Connect
- Alcatel-Lucent IP Touch® 4038 Extended Edition



The full success story



Customer testimonial



Solution video



COUNTRY: **NEW ZEALAND**

SOLUTION: **COMMUNICATIONS**



Mercy Hospice Auckland

modernizes its infrastructure to support its employees across different sites and multiple devices

Mercy Hospice Auckland is a non-profit organization that delivers care for people facing life limiting or life threatening illnesses. This organization needed a solution that would allow the nurses and other staff to communicate quickly and on the move.

“Cogent and Alcatel-Lucent Enterprise helped us establish a cost-effective, connected infrastructure in order to improve the experience for our in-patients by providing them with a broad range of reliable and robust communication services, such as email and live chat, to better connect patients with family and friends. Our nurses also now have the tools to engage and collaborate on the fly in order to spend more time with patients and less time on the phone.”

MICHAEL MISOMPHANE
IT COORDINATOR, MERCY HOSPICE AUCKLAND

PRODUCT LIST

- Alcatel-Lucent OXO Connect



The full success story



Customer testimonial



Solution video

COUNTRY: **GERMANY**

SOLUTION: **COMMUNICATIONS**



KLOSTER HEGNE

Kloster Hegne adopts a modern and cost-effective solution

The Kloster Hegne convent in Germany is devoted to helping the sick, elderly, unemployed and disabled. They needed to replace their outdated telecommunications system with an easy-to-use and future-proof solution seamlessly integrating their legacy equipment. They now benefit from advanced telephony features, increased responsiveness and security.

“The new solution runs failure-free and to our utter satisfaction. After a great training course we only had some detailed questions, which were answered friendly and capably.”

MR. SCHERRIEB
EXECUTIVE DIRECTOR, KLOSTER HEGNE

PRODUCT LIST

- Alcatel-Lucent OmniPCX Enterprise Communication Server
- Alcatel-Lucent OmniVista® 8770 NMS
- Alcatel-Lucent DECT Handsets
- Alcatel-Lucent 4019 Digital Phones
- Alcatel-Lucent IP Touch Phones



The full
success story



Customer
testimonial



Solution
video





COUNTRY: **FRANCE**

SOLUTION: **COMMUNICATIONS**



The Centre Hospitalier de Péronne adopts a modern and centralized IP network to connect patients, staff and regional health facilities

The Centre Hospitalier de Péronne wanted to build a future-proof network across its 7 sites, capable of supporting its staff mobility and managing crisis without delay.

“I know the Alcatel-Lucent Enterprise solutions well and I trust them completely. Our new telephony system will help the CH Péronne continue the large scale modernization of our infrastructure. One day, we hope to be on 100% IP!”

PHILIPPE HUDDLESTONE
TECHNICAL DIRECTOR AND IT SECURITY MANAGER, CH PÉRONNE

PRODUCT LIST

- Alcatel-Lucent OmniPCX Enterprise Communication Server
- Alcatel-Lucent OmniVista 8770 NMS
- Alcatel-Lucent 4645 Voice Messaging Services



The full
success story



Customer
testimonial



Solution
video

COUNTRY: UNITED KINGDOM

SOLUTION: NETWORK



Kent and Medway NHS and Social Care Partnership Trust (KMPT)

delivers new services increasingly reliant on connected infrastructure

KMPT needed reliable access to mission-critical applications, including electronic records, images and video conferencing services. They implemented a reliable centrally-managed wireless solution to support up to 4 devices per person and the ability to prioritize multimedia traffic, enabling better communications and mobility for both patients and staff.

“I am delighted with our ALE WiFi solution underpinning new, innovative ways of working. It is fundamental for achieving a safe and dynamic system of care for all our service users, and providing secure connectivity for outpatient clinics, inpatient units and community-based teams.”

MICHELE CURTIS
HEAD OF ICT, KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST

PRODUCT LIST

- Alcatel-Lucent OmniVista 3600 Air Manager
- Alcatel-Lucent OmniAccess WLAN Access Points
- Alcatel-Lucent ClearPass Policy Manager



The full success story



Customer testimonial



Solution video

Läkarhuset Odenplan	Spinal injuries Australia	Mercy Hospice Auckland	Kloster Hegne	Centre Hospitalier de Péronne	KMPT	Les hôpitaux Universitaires de Strasbourg (HUS)	Oroville Hospital	East Sussex Healthcare NHS Trust	Emirates Specialty Hospital (ESH)	Thomas Holt	Medcare	Royal Prince Alfred	Shengjing Hospital	Advocate Health Care	Centre Hospitalier d'Auch	Centre Hospitalier de Carcassonne	Liverpool Hospital	Inspira Health Network
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COUNTRY: **FRANCE**

SOLUTION: **NETWORKS**



Les Hôpitaux Universitaires de Strasbourg (HUS)

increase the reliability and availability of information

HUS wanted to improve their network performance so it could support high-tech applications that require large amounts of data, like digital medical imaging.

“Alcatel-Lucent Enterprise showed great sensitivity to our problems and had the resources to overcome the difficulties of a migration like this. The project was successful thanks to an open and transparent relationship on both successes and difficulties.”

FRANÇOIS GUERDER
IT DIRECTOR, HÔPITAUX UNIVERSITAIRES DE STRASBOURG

PRODUCT LIST

- Alcatel-Lucent OmniSwitch® Stackable LAN Switches
- Alcatel-Lucent OmniVista 3600 Air Manager



The full success story



Customer testimonial



Solution video

COUNTRY: UNITED STATES

SOLUTION: NETWORKS



Oroville Hospital

goes paperless and modernizes patient records with one network using a single vendor

The Oroville hospital needed to support new revenue generating initiatives like Electronic Medical Records (EMR). They can now have access to a full patient history wherever they are thanks to a high-performing wireless network.

“Standardizing our network meant we could have a stable platform that allowed us to grow our capacity, and develop new revenue generating projects, while reducing the overall complexity of our infrastructure. Alcatel-Lucent Enterprise continues to be there for us and the future is looking very bright for Oroville Hospital.”

DENISE LEFEVRE
CIO, OROVILLE HOSPITAL

PRODUCT LIST

- Alcatel-Lucent OmniAccess® 4704 WLAN Controller
- Alcatel-Lucent OmniSwitch Stackable LAN Switch
- Alcatel-Lucent Enterprise Professional Services



The full success story



Customer testimonial



Solution video

Läkarhuset Odenplan	Spinal injuries Australia	Mercy Hospice Auckland	Kloster Hegne	Centre Hospitalier de Péronne	KMPT	Les hôpitaux Universitaires de Strasbourg (HUS)	Oroville Hospital	East Sussex Healthcare NHS Trust	Emirates Specialty Hospital (ESH)	Thomas Holt	Medcare	Royal Prince Alfred	Shengjing Hospital	Advocate Health Care	Centre Hospitalier d'Auch	Centre Hospitalier de Carcassonne	Liverpool Hospital	Inspira Health Network
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COUNTRY: **UNITED KINGDOM**

SOLUTION: **NETWORKS**



East Sussex Healthcare NHS Trust creates a place where administrative and clinical staff connect to deliver timely, safe and efficient care

East Sussex Healthcare NHS Trust needed a future-proof infrastructure able to support changes in healthcare technology and enable doctors to use mobile devices. The new network delivers redundancy, reliability and supports delivery of services, both effectively and economically.

“One of the things we’re looking for when we choose a supplier is a partnership, and we’ve really found that with Khipu and Alcatel-Lucent Enterprise. They work with you and actually help you deliver the solution. They’re not there just to supply the kit. They take the good and the bad and really work through the solution with you.”

ANDY BISSENDEN
ASSOCIATE DIRECTOR OF DIGITAL,
EAST SUSSEX HEALTHCARE NHS TRUST

PRODUCT LIST

- Alcatel-Lucent OmniSwitch 6900 Stackable LAN Switch
- Alcatel-Lucent OmniSwitch 6450-P48
- Alcatel-Lucent OmniAccess 4650 Controllers
- Alcatel-Lucent OmniAccess WLAN Access Points
- Alcatel-Lucent OmniAccess RAP3WN
- Alcatel-Lucent ClearPass Policy Manager



The full success story



Customer testimonial



Solution video

COUNTRY: UNITED ARAB EMIRATES

SOLUTION: CONVERGED

مستشفى الإمارات التخصصي
Emirates Specialty Hospital

Emirates Specialty Hospital (ESH)

provides 24/7 access to medical data thanks to their converged network

Emirates Specialty Hospital (ESH) is a multi-specialty hospital offering comprehensive services and personalized care to international patients traveling to Dubai for healthcare services. They wanted to build a solid network foundation to support critical healthcare applications and provide highly available connectivity for connected staff and patient devices.

“Our goal has been to achieve international standards for outstanding patient care. Our cutting-edge medical technology is supported by the powerful converged ALE network so we can offer our patients the very best.”

ALA ATARI
MANAGING DIRECTOR & CEO

PRODUCT LIST

- Alcatel-Lucent OmniSwitch LAN Switches
- Alcatel-Lucent OmniAccess WLAN Access Points and Controllers
- Alcatel-Lucent OmniVista 8770 NMS
- Alcatel-Lucent ClearPass Policy Manager
- Alcatel-Lucent OmniPCX Enterprise Communication Server
- DeskPhones
- Professional services



The full success story



Customer testimonial



Solution video





COUNTRY: AUSTRALIA

SOLUTION: CONVERGED



Thomas Holt

adopts and integrates new technology to build a leading-edge experience for residents and staff

Thomas Holt offers a new realm of hyper-connectivity that enables residents to have the same technology experience they would have at home, coupled with professional medical and aged care. Residents' health status is monitored 24/7 using collected data and mobility gives nurses access to critical medical information wherever they are.

“We believe that our customers deserve the best technology and therefore we wanted to partner with only the very best technology providers out there. When it comes to the intersection of industry knowledge and technology, there is no better than ALE.”

ALEXANDRA ZAMMIT
CEO, THOMAS HOLT

PRODUCT LIST

- Alcatel-Lucent OmniPCX Enterprise Communication Server
- Alcatel-Lucent OpenTouch Notification Service
- Alcatel-Lucent OmniSwitch
- Alcatel-Lucent OmniAccess Stellar WLAN Access Points
- Alcatel-Lucent DeskPhones



The full success story



Customer testimonial



Solution video

COUNTRY: UNITED ARAB EMIRATES

SOLUTION: CONVERGED



Medcare

gives doctors and staff instant access to medical information to deliver a world class patient experience

The aim was to converge all six Medcare sites in order to support doctor and staff mobility across those sites. Medcare also aimed to provide patients top-of-the-line connectivity and services.

“The Alcatel-Lucent Enterprise solution helps us to deliver a 5-star patient care and healthcare experience. By facilitating access to information for doctors and medical personnel, it supports staff productivity and helps our team make the right decisions every time.”

NAUSHAD MOHAMMED
GENERAL IT MANAGER, MEDCARE

PRODUCT LIST

- Alcatel-Lucent OmniPCX Enterprise Communication Server
- Alcatel-Lucent Premium DeskPhones
- Alcatel-Lucent OmniSwitch 6900 Stackable LAN Switch
- Alcatel-Lucent OmniSwitch 6450 Stackable LAN Switch
- Alcatel-Lucent OmniAccess WLAN



The full success story



Customer testimonial



Solution video



Läkarhuset Odenplan	Spinal injuries Australia	Mercy Hospice Auckland	Kloster Hegne	Centre Hospitalier de Péronne	KMPT	Les hôpitaux Universitaires de Strasbourg (HUS)	Oroville Hospital	East Sussex Healthcare NHS Trust	Emirates Specialty Hospital (ESH)	Thomas Holt	Medcare	Royal Prince Alfred	Shengjing Hospital	Advocate Health Care	Centre Hospitalier d'Auch	Centre Hospitalier de Carcassonne	Liverpool Hospital	Inspira Health Network
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COUNTRY: **AUSTRALIA**

SOLUTION: **CONVERGED**



Royal Prince Alfred Hospital succeeds in its shift to digitized healthcare

The Royal Prince Alfred Hospital needed modern communications and network technology to help advance patient care and provide pervasive wireless connectivity to support personal patient devices, VoIP and access to electronic medical records.

“We’re digitizing almost everything we do, which makes the network central to our healthcare-delivery methodology. We can’t afford to have our network be unavailable. Everyone at the hospital now takes our network for granted, which is what really tells me our strategy and solution has been a good one.”

NICK VAN DOMBURG
CHIEF INFORMATION OFFICER,
SYDNEY LOCAL HEALTH DISTRICT

PRODUCT LIST

- Alcatel-Lucent OmniPCX Enterprise Communication Server
- Alcatel-Lucent OmniSwitch Stackable LAN Switches
- Alcatel-Lucent OmniAccess WLAN Switch



The full
success story



Customer
testimonial



Solution
video

COUNTRY: CHINA

SOLUTION: CONVERGED



The Shengjing Hospital of China Medical University

goes wireless and saves time in emergencies and stays

The Shengjing Hospital of China Medical University needed a network and communications system that would suit their future expansion. Now, they are equipped with the biggest wireless network in the Chinese Healthcare system.

“The integrated network setup brings revolutionary change to the hospital. This includes a good information system and ability to maintain a quality network that would otherwise not be fully utilized. If we didn’t set up Alcatel-Lucent Enterprise’s integrated network, it would be very difficult to put our multi-dimensional dynamic medical approach in place.”

QUAN YU
CIO, SHENGJING HOSPITAL OF CHINA MEDICAL UNIVERSITY

PRODUCT LIST

- Alcatel-Lucent OmniPCX Enterprise Communication Server
- Alcatel-Lucent OmniSwitch Stackable LAN
- Alcatel-Lucent OmniAccess WLAN Switch



The full success story



Customer testimonial



Solution video





COUNTRY: **UNITED STATES**

SOLUTION: **CONVERGED**



Advocate Health Care ensures staff and patient safety and satisfaction

Advocate Health Care needed highly available wired and wireless networks to meet the needs of an increasing number of connected devices. The infrastructure now provides the capacity and availability to assure instant access to required data.

“Advocate Health Care will definitely consider Alcatel- Lucent for inclusion in future projects because of the proven track record of reliability...”

GARY HORN
VP TECHNICAL SERVICES & CTO, ADVOCATE HEALTH CARE

- PRODUCT LIST**
- Alcatel-Lucent OmniPCX Enterprise Communication Server
 - Alcatel-Lucent OmniSwitch Stackable LAN Switches
 - Alcatel-Lucent OmniVista 8770
 - Alcatel-Lucent OpenTouch Customer Service
 - 67,000 phones



The full success story



Customer testimonial 1



Customer testimonial 2



Solution video

COUNTRY: **FRANCE**

SOLUTION: **CONVERGED**



Centre Hospitalier d'Auch
EN GASCOGNE
Soigner & prendre Soin

The Centre Hospitalier d'Auch offers services to their patients by modernizing its network infrastructure

The Centre Hospitalier d'Auch decided to increase the medical staff mobility thanks to DECT technology, and to make their network infrastructure more reliable, opening possibilities for cutting edge applications like medical imagery storage and videoconferencing.

“The solution offered by Axians and Alcatel-Lucent Enterprise has enabled us to bring our infrastructure up to speed and build a solid foundation for the future. With these changes, the CH d'Auch can provide an even better service for patients.”

JEAN-CHRISTOPHE ZERBINI
ASSISTANT DIRECTOR OF PURCHASING, LOGISTICS,
CONSTRUCTION AND IS/IT, CH D'AUCH

PRODUCT LIST

- Alcatel-Lucent OmniPCX Enterprise Communication Server
- Alcatel-Lucent OmniSwitch Stackable LAN Switches
- Alcatel-Lucent WLAN Access Points
- Alcatel-Lucent OmniVista 2500
- Alcatel-Lucent DECT Handsets



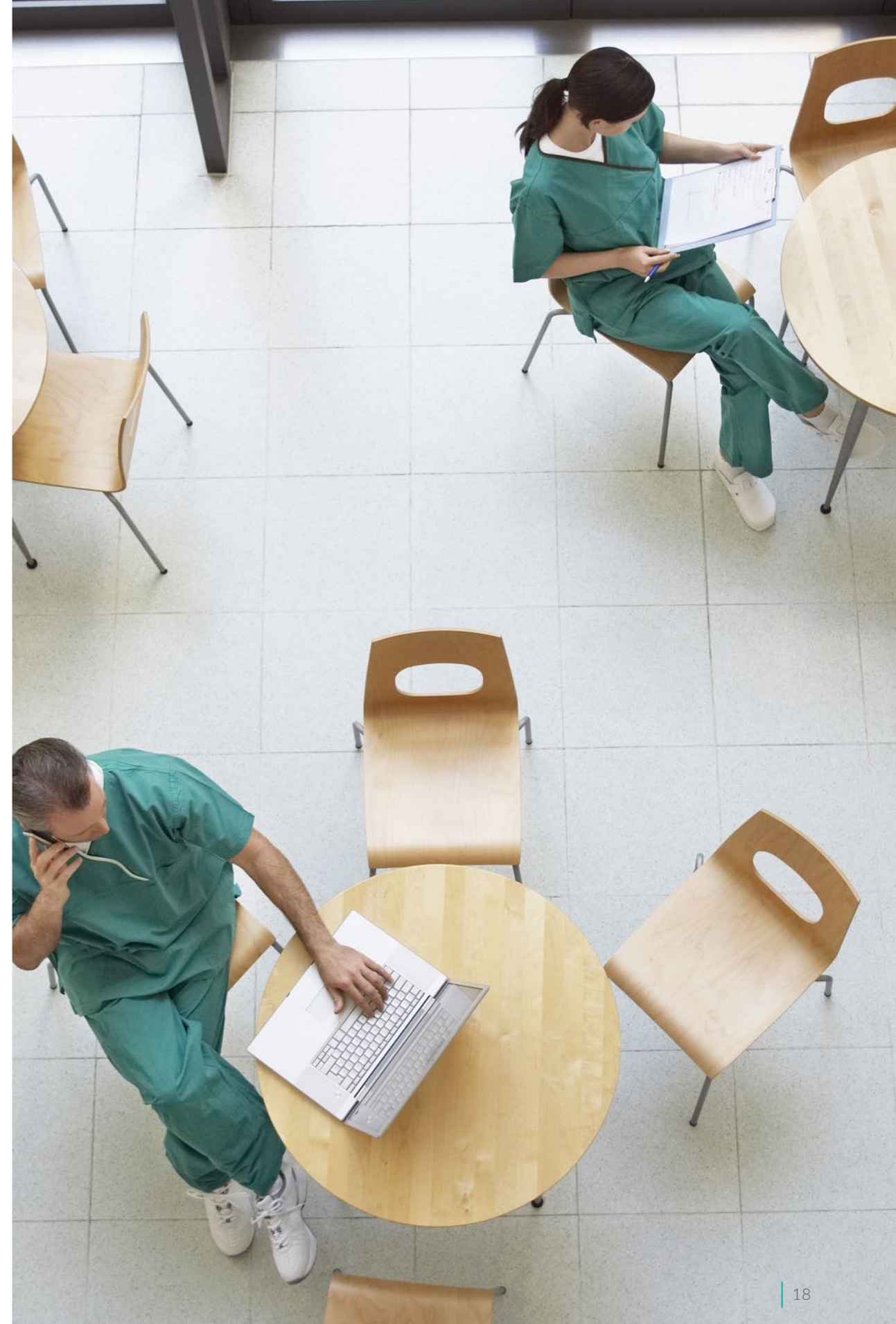
The full success story



Customer testimonial



Solution video





COUNTRY: **FRANCE**

SOLUTION: **CONVERGED**



The Centre Hospitalier de Carcassonne

deploys a powerful wired and wireless network to prepare for the future

As part of their refurbishment program, the Centre Hospitalier de Carcassonne wanted to build a network capable of supporting a wide variety of medical applications and ensure complete coverage throughout the five levels of the building.

“The Alcatel-Lucent Enterprise solution enables us to manage a wide variety of applications such as managing patient files, office automation applications and biomedical applications. We now have total control over all access to the internal network, both wired and wireless.”

YVON COUMES
IT MANAGER, CH DE CARCASSONNE

PRODUCT LIST

- Alcatel-Lucent OmniSwitch LAN Switch
- Alcatel-Lucent OmniAccess WLAN Switch
- Alcatel-Lucent OpenTouch Multimedia Services
- Alcatel-Lucent OmniPCX Enterprise Communication Server
- Alcatel-Lucent DECT Handsets



The full success story



Customer testimonial



Solution video

COUNTRY: AUSTRALIA

SOLUTION: CONVERGED



Liverpool Hospital improves patient outcomes with new end-to-end network

The Liverpool Hospital needed a better access to medical data, greater use of smart devices across sites and interoperability with existing systems. Thanks to a reliable and fast network, medical staff can now efficiently collaborate and spend more time with patients.

“Alcatel-Lucent Enterprise was competitive on price and able to implement the network in a timescale that was acceptable to us. They showed a good understanding of our business and of the RFP, and provided us with a solution that met our needs. With Alcatel-Lucent’s selected integrator we also felt confident they would provide the support we required.”

NICK VAN DOMBURG
CHIEF INFORMATION OFFICER,
SYDNEY LOCAL HEALTH DISTRICT

PRODUCT LIST

- Alcatel-Lucent OmniPCX Enterprise Communication Server
- Alcatel-Lucent OmniSwitch Stackable LAN Switches
- Alcatel-Lucent IP Touch Phones
- Alcatel-Lucent OmniTouch Wireless Handsets



The full success story



Customer testimonial



Solution video





COUNTRY: **UNITED STATES**

SOLUTION: **CONVERGED**



Inspira Health Network

increases patient satisfaction and nurses productivity

Inspira Health Network’s objective was to make clinicians’ jobs easier by allowing them to access clinical applications wherever needed. They successfully deployed a unified access solution and WLAN handsets.

“One of our main goals is to have the best wireless network possible, so that whenever we do purchase new technologies, networking and interfacing isn’t something we have to worry about.”

FRANCOIS BODHUIN
TECHNOLOGY DIRECTOR, INSPIRA HEALTH NETWORK

PRODUCT LIST

- Alcatel-Lucent OmniPCX Enterprise Communication Server
- Alcatel-Lucent OmniSwitch Stackable LAN Switches
- Alcatel-Lucent OmniAccess WLAN Points
- Alcatel-Lucent OmniTouch 8128 WLAN Handsets



The full success story



Customer testimonial



Solution video

We are ALE. We help you Connect your patients, staff
and healthcare ecosystem. Delivering technology
that works across and beyond your facilities.
<https://www.al-enterprise.com/en/industries/healthcare>



ALE | **Where
Everything
Connects**