



A BRIGHTER
CONNECTED
FUTURE
THANKS TO IP
TELEPHONY

CENTRE HOSPITALIER DE PERONNE (CH PERONNE)

The *Centre Hospitalier de Péronne* (CH Péronne) hospital complex is located in the French department of the Somme. The hospital, which operates numerous services including an ER, has 348 patient beds and spaces. The CH Péronne employs 72 practitioners and 513 non-medical staff that handle the 8000 hospitalizations, 80,000 consultations and 14,000 visits to the ER each year.

CHALLENGES

The CH Péronne wanted to replace the fragmented and aging telephony infrastructure with a modern and centralized IP network across its 7 sites.

In addition, the nurses needed to increase their onsite mobility while remaining reachable by patients at all times.

The CH Péronne required a scalable system that could support its participation in the planned grouping of, and network interconnection with, regional health facilities to better serve residents.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX® Enterprise Communication Server

Alcatel-Lucent OmniVista® 8770 Network Management System

Alcatel-Lucent 4645 Voice Messaging Services

Alcatel-Lucent OpenTouch® Fax Center

WHAT MADE THE DIFFERENCE?

The CH Péronne was already familiar with Alcatel-Lucent Enterprise solutions and was convinced that the scalability of the proposed system would meet its present and future needs.

Thanks to Etit and its partner Resadia, who holds the UGAP contract for telephony systems with Alcatel-Lucent Enterprise, the hospital benefited from commercial terms that helped optimize its budget.

Location: Péronne, FRANCE

Vertical: Healthcare

Number of users: 600+

Deal implementation: November 2015

Business partner: ETIT / Resadia



BENEFITS



TECHNICAL

When emergency protocols need to be activated, 6 dedicated reserve IP phones will be set up and connected in minutes to enable effective crisis or catastrophe situation management without delay.

The solution's scalability will facilitate network interconnection with other regional facilities. It will also serve as a base for future initiatives like the creation of a call center and the implementation of multimedia technology for patients.



FINANCIAL

The IP network has drastically reduced communication costs.

Maintenance costs have also decreased thanks to the new simplified network.



USER EXPERIENCE

Mobile handsets give the nurses greater mobility, making them more effective and productive.

Patients can reach hospital staff anytime, anywhere, allowing for better care.



“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 Huddleston, Technical Director and IT Security Manager, CH Péronne