

Diakonissen Speyer

Modern voice communication for a forward-looking organization with 165 years of tradition

"Our project has developed very positively, and our multimedia communication solution is functioning perfectly. We are extremely satisfied with the status quo and feel well-equipped to meet future requirements."

Olaf Hübner and Josef Jackert, Competence Team, Diakonissen Speyer

Diakonissen Speyer is a large social organization that operates hospitals, hospices, facilities for senior citizens, children, young people and people with disabilities, as well as educational institutions in the southern Germany regions of the Palatinate and Saarland. More than 6,000 employees work to care for and look after the people in these facilities.

In 2022, Diakonissen Speyer decided to modernize their voice communication, expand its functionality and make it highly available with the help of Alcatel-Lucent Enterprise.

CHALLENGES

The twelve-hectare campus in Speyer had a hybrid voice communication solution that included classic telephony, IP and WLAN communications. In use since 2006, the system was due for modernization, expansion and redesign as a high-availability configuration. Due to their proven collaboration, Diakonissen Speyer once again commissioned ALE partner [COM plan + service](#) to design and implement the upgrade.

ACTION

COM plan + service expanded the network to 80 LAN switches and 520 WLAN access points. The campus now has 2,200 LAN ports and sufficient bandwidth for 2,800 Wi-Fi clients. A guest WLAN has been set up for visitors. The on-premises Unified Communications solution was replaced with the modern cloud platform, Rainbow™ by Alcatel-Lucent Enterprise.

The network's high availability is ensured by two redundant core systems, installed in two separate locations. These systems are based on Alcatel-Lucent OmniSwitch® 6900 LAN switches, with three chassis at each location. A flexible, geo-redundant alarm solution has been integrated. In the event of a fire alarm, crisis situation or other emergency, it automatically alerts defined users using Wi-Fi telephony.

PRODUCTS AND SERVICES

[Alcatel-Lucent OmniPCX® Enterprise Communication Server](#)

[Alcatel-Lucent OmniAccess® Stellar WLAN Access Points AP1201, AP1322 \(Indoor\) and AP1361 \(Outdoor\)](#)

[Alcatel-Lucent OmniSwitch® LAN Switches OS6360, OS6560, OS6860, OS6900](#)

[Rainbow™](#) by Alcatel-Lucent Enterprise

RESULTS

Technical Benefits

- Stable voice communication via IP and wireless LAN
- High availability thanks to geo-redundant core systems
- High Wi-Fi bandwidth of 5 GHz
- GDPR-compliant, cloud-based Unified Communications solution
- Integrated alarm server

Financial Benefits

- Investment protection thanks to high scalability and regular updates
- Future-proof thanks to ongoing functional development and technological innovations

User Experience Benefits

- Convenient communication features, such as CTI, audio, video
- Additional collaboration features, such as chatting, screen sharing
- Free guest WLAN throughout the campus

WANT TO TALK WITH SOMEBODY?

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Customer Story

MARKET: **HEALTHCARE**
DEAL IMPLEMENTED: **2022**

COUNTRY: **GERMANY**
NUMBER OF USERS: **2,200**

ORGANIZATION:
DIAKONISSEN SPEYER