

Kaiserswerther Diakonie

Sustainable communications solution for a complex critical infrastructure

“In Alcatel-Lucent Enterprise, we have found a reliable partner that shares ideas for improving our processes, making valuable contributions to our continuous optimization.”

Axel Fahl, Deputy Head of Communications Engineering, Kaiserswerther Diakonie

Kaiserswerther Diakonie is one of the largest charitable organizations in Germany. It employs approximately 3,000 experts in health, education and social services and has been operating in the city of Düsseldorf and the surrounding region since 1836, offering people in a wide range of different situations services tailored to their needs.

CHALLENGES

Kaiserswerther Diakonie runs a large hospital, several nursing homes for the elderly, a care service for the disabled with a variety of housing options, care services for children, young people and families, as well as a university of applied sciences, vocational schools, an institute for further education and a family academy. The complexity of this critical infrastructure presented a unique communications challenge.

ACTION

Alcatel-Lucent Enterprise has implemented an efficient and stable telephony solution in collaboration with its long-term business partner cosmotel IT. The system is based on the Alcatel-Lucent OmniPCX® Enterprise Communication Server with more than 4,000 connected users. The long-term project includes setting up and operating the solution plus continually optimizing internal processes, integrating relevant applications and functions of the telephone system, and meeting Diakonie's requirements for sustainable business practices, for example in energy consumption and license management. Thanks to the many years of cooperation, Alcatel-Lucent Enterprise also advises Kaiserswerther Diakonie on technical developments and the future design of their communications system. Recently, for example, Diakonie's numerous personnel databases were interconnected and integrated into the telephone system.

PRODUCTS AND SERVICES

[Alcatel-Lucent OmniPCX Enterprise Communication Server](#)
[Alcatel-Lucent Enterprise DeskPhones und DECT Handsets](#)
[Alcatel-Lucent OmniVista® 8770 Network Management System](#)

RESULTS

Technical Benefits

- Robust telephony solution with high availability
- Rich feature set for efficient call management
- Flexibility through server scalability and the ability to connect a wide range of devices
- Longevity through upgrade and expansion options

Financial Benefits

- Excellent price/performance ratio of the communication server
- Investment protection through continuous expansion with regular updates
- Future-proof through functional and technological innovations

User Experience Benefits

- Telephony convenience features such as caller ID and call forwarding
- Effective, comprehensive communications, both internally and externally, at all times

WANT TO TALK WITH SOMEBODY?
CONTACT US



Kaiserswerther Diakonie
Menschen stärken

Customer Story

MARKET: **HEALTHCARE**
IMPLEMENTED: **SINCE 2013**

COUNTRY: **GERMANY**
NUMBER OF USERS: **4,000**

ORGANIZATION:
**KAISERSWERTHER
DIAKONIE**

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