



KLOSTER HEGNE (HENGE CLOISTER)

The community of the "Sisters Of Mercy Of The Holy Cross" was founded in 1856 by the Swiss Capuchin Father Theodosius Florentini. They have devoted their lives to helping the sick, elderly, unemployed and disabled. Today they are based in the Kloster Hegne convent in Allensbach, Germany, and continue to serve those in need.

Location: Allensbach, Germany

Deal implementation: October 2012

Vertical: Religious Institutions

Business Partner: Provoicecom

Number of users: 700



CHALLENGES

Kloster Hegne had an outdated and obsolete telecommunications system that included both analogue and digital devices.

They required a cost-effective solution that could meet their budget constraints and still provide all necessary services.

Another requirement was that the solution could work congruently with the existing alarm system to increase security in case of an incident.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX™ Enterprise Communication Server

Alcatel-Lucent OmniVista™ 8770 Network Management System

Alcatel-Lucent 400 DECT Handset

Alcatel-Lucent 4019 Digital Phone

Alcatel-Lucent IP Touch™ 4008, 4018, 4028, 4038, 4068

WHY ALCATEL-LUCENT ENTERPRISE

Alcatel-Lucent Enterprise was able to provide an effective solution that was fully compatible with existing systems, as well as being cost-effective and totally secure. Their partnership with Provoicecom ensured a quick, satisfying and completely reliable network system that was easy to use and future-proof.

BENEFITS

TECHNICAL

The new Alcatel-Lucent system is integrated with the house's existing Microsoft platform which allows fax, answering machines, and operation to be run on any PC

FINANCIAL

A cost friendly solution by combining existing analogue and digital telephones with modern IP terminals

USER EXPERIENCE

Advanced telephony features for the convent members whose responsiveness has been increased to support the people in need



"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