



MERCY HOSPICE AUCKLAND (MHA)

Mercy Hospice Auckland provides a range of specialist community palliative care for people facing life limiting illnesses, caring for them with the utmost professional skill, compassion, and quality of service. This non-profit organization also offers support to families, friends and caregivers, to help them cope with problems arising from the illness.

Mercy Hospice Auckland became focused on transforming its infrastructure in order to provide the right technology to support its employees across different sites and multiple devices.

CHALLENGES

Mercy Hospice Auckland started without any unified communication capabilities. The majority of the organization ran on wired connectivity, and relied on AirPort Express for limited wireless connectivity through some parts of the site.

Mercy Hospice Auckland required the nurses and other staff to have the capability to communicate quickly, and on the move.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX™ Office Rich Communication Edition

WHY ALCATEL-LUCENT ENTERPRISE

Alcatel-Lucent Enterprise was the prime choice for Mercy Hospice Auckland, as they were able to offer a simple end-to-end voice and data solution, along with enabling wireless connectivity for the organization. When choosing a vendor, Mercy Hospice Auckland imagined that the solutions Alcatel-Lucent Enterprise could supply would result in a more collaborative communications system, as well as reducing costs for system maintenance.

Location: Auckland, NEW ZEALAND

Vertical: Healthcare

Number of users: 90

Deal implementation: June 2014

Business Partner: Cogent

BENEFITS



TECHNICAL

The Opentouch™ Suite for SMB has provided Mercy Hospice Auckland with a broad range of reliable and robust communication services, such as email and live chat. The platform is perfectly tailored to suit the individual business needs of MHA.



FINANCIAL

Alcatel-Lucent Enterprise provided the highest quality technology at a competitive cost, which was crucial to MHA, as a non-profit organization.



USER EXPERIENCE

Patients are now receiving the highest standard of care due to the broad range of communication services MHA now have. Hospice staff can connect and collaborate seamlessly between sites, even when they are mobile.



“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.