



SECURITY,
RELIABILITY
AND MAXIMUM
EFFICIENCY
FOR THE
NETWORK

FONDAZIONE IRCCS CA' GRANDA OSPEDALE MAGGIORE POLICLINICO DI MILANO

Ospedale Maggiore Policlinico di Milano is one of the most ancient hospitals in Italy, founded by the Duke Francesco Sforza in 1456. A "city" dedicated to health in the center of Milan, distributed in over 26 different pavilions, visited by more than one million patients a year. It aims to improve patient care mainly through scientific research and innovation derived from it.

CHALLENGES

To improve the security, availability and update the communications management system.

To implement a mobile communications management system including Bring Your Own Device (BYOD)

To avoid any impact on the core processes of the hospital and disruption to the public service during the infrastructure update.

SOLUTIONS

Alcatel-Lucent OmniPCX™ Enterprise Communication Server

Alcatel-Lucent IP Touch™ 4018

Alcatel-Lucent IP Licences

Alcatel-Lucent OmniVista™ 4760 Network Management System

WHY ALCATEL-LUCENT ENTERPRISE

Ospedale Maggiore Policlinico di Milano was looking for a technological partner able to ensure a secure service and to maintain the infrastructure operation running during the update phase of its main facilities.

Ospedale Maggiore Policlinico di Milano also needed to introduce the "spatial redundancy" (2 call server in two different server farm) - feature, which is crucial to ensure security, availability and reliability of its telecommunications system.

Location: Milan - ITALY

Vertical: Healthcare

Number of users: +1M patients per year, 3,600 employees, 26 pavilions

Deal implementation: November 2013

Business Partner: Com.Tel



BENEFITS



TECHNICAL

Voice system with the possibility of new applications and a smooth migration to IP telephones.

Better users' management with a significant time and costs savings.



FINANCIAL

Protection of past investments.

Three implementation phases for a better cost optimization.



USER EXPERIENCE

Increased quality of work and employee satisfaction thanks to the replacement of DECT with BYOD systems.



"Thanks to the IP telephony technologies implementation we can now offer better services across all the Policlinico and help the hospital to reach new and important goals. This evolution will allow BYOD to access the enterprise communication systems by significantly reducing the hospital costs."

Alberico BONALUMI, Director of Information Systems, Fondazione IRCCS Ca' Granda Ospedale Maggiore Policlinico di Milano

