ALE | Where Everything Connects

Thomas Holt
Competitive advantage built on industry-leading technology

"We believe that our customers deserve the best technology and therefore we wanted to partner with only the very best technology providers out there. When it comes to the intersection of industry knowledge and technology, there is no better than ALE."

Alexandra Zammit
CEO

MARKET: HEALTHCARE	REGION: AUSTRALIA	COMPANY:
DEAL IMPLEMENTED: JULY 2018	NUMBER OF USERS: 500	THOMAS HOLT

ThomasHolt
love where you live™

Thomas Holt is a community not-for-profit organization providing care and choice for older Australians. The organization offers residential living, retirement living, as well as home care services. As part of its mission, Thomas Holt is adopting and integrating new technology to build a leading-edge experience for clients and staff.

CHALLENGES

Thomas Holt is facing competition from industry-disrupting companies who offer at-home services, like food delivery and entertainment. As such the aged care provider is entering a new realm of hyper-connectivity that enables residents to have the same technology experience they would have at home, coupled with professional medical and aged care.

To meet the challenge head on, Thomas Holt placed technology at the heart of its strategy to gain a competitive advantage in the marketplace. The organization was looking for a forward-thinking partner to build an industry-leading technology ecosystem.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX® Enterprise Communication Server
Alcatel-Lucent OpenTouch® Notification Service
Alcatel-Lucent OmniSwitch® 6450 Stackable Gigabit Ethernet LAN Switch
Alcatel-Lucent OmniSwitch 6900 Stackable LAN Switch
Alcatel-Lucent OmniAccess® Stellar AP1221 WLAN Access Point
Alcatel-Lucent 8018 DeskPhone
Alcatel-Lucent 8038 Premium DeskPhone

WHAT MADE THE DIFFERENCE?

Thomas Holt chose the ALE solution because it offered the functionalities required to build a next generation network backbone. ALE understood the specific challenges and opportunities in the Aged Care Industry and offered innovative solutions to support Thomas Holt's vision for LiveCare360 and their overall Digital Transformation.

Benefits

> TECHNICAL

The OpenTouch Notification Service facilitates the integration of key systems like nurse call systems, entertainment systems, meal ordering system, and the clinical management system.

The critical infrastructure provided by ALE, including WiFi, LAN and the OmniPCX Enterprise Communication Server, enables Thomas Holt to innovate and continually improve services for clients and staff.

> FINANCIAL

Thomas Holt is becoming a leader by offering non-intrusive and ambient care in a ground-breaking way for the Aged Care Industry.

The technology improvements reduce administration and allow the nurses to spend more time caring for residents.

> USER EXPERIENCE

Residents' health status is monitored 24/7 using collected data. Real-time carer alerts and building automation support timely client care.

Mobility is critical to Thomas Holt's service delivery. The solution gives nurses access to critical client information wherever they are.

Live Care 360° lets residents and carers access the information available to nurses at Thomas Holt facilities and vice versa, improving service quality for in-home care. The platform also enhances productivity by digitizing performance management and reducing administrative tasks for carers. This permits staff to focus on delivering quality care and supports them in making better clinical decisions.

Alcatel·Lucent Enterprise