CASE STUDY



Regione Lombardia

ASL Milano 2

A NEW COMMUNICATION INFRASTRUCTURE TO OFFER A BETTER USER EXPERIENCE

ASL Milano 2

ASL Milano 2 was founded in 1998 when the different health centers in Southeastern Milan joined forces. With its 57 municipalities and a population of about 630,000 citizens, ASL Milano 2 provides its services through a network of 33 connected facilities.

Location: Milan, ITALY

Vertical: Healthcare

Number of users: confidential

Deal implementation: February, 2014

Business partner: Com.Tel

CHALLENGES

ASL Milano 2 needed to update its telephony system to comply with new government regulations. It also wanted to centralize the management of its 27 telephone exchanges while reducing operating and maintenance costs. In addition, it was important for the health center to ensure better service continuity and implement a more efficient backup system.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX® Enterprise Communication Server

Alcatel-Lucent OmniSwitch® 6450 Stackable LAN Switch

WHY ALCATEL-LUCENT ENTERPRISE

Using Alcatel-Lucent Enterprise solutions, the health service developed a high-performance, reliable system that combined the flexibility required to respond to different types of use with important safety parameters. It also brought operational and maintenance cost reductions.

The new server enabled ASL Milano 2 to deploy VoIP gradually, and centralize system management. Thanks to advanced security features in the switch, it also implemented policy-based network access quickly at no added cost.

The new solution will facilitate planned future infrastructure upgrades and simplify the introduction of new integration and collaboration tools like videoconferencing. It will also make it possible to better address the Bring Your Own Device (BYOD) trend and develop mobile services for citizens.

BENEFITS

TECHNICAL

The new solution simplifies system management, provides higher security (access control) for the center's highly sensitive data and supports service optimization. It has also enabled communication and services for facilities without telephone exchanges.

The special redundancy features have reduced the number of support interventions required.

FINANCIAL

Costs have been reduced thanks to communications infrastructure upgrades, including the implementation of VoIP technology, and a decrease in technical support interventions.

USER EXPERIENCE

Incoming calls are managed in real time, routed from a toll-free number to private branch exchanges, offering more efficient communication for patients and ASL Milano 2 personnel.

"The service delivered by Alcatel-Lucent Enterprise also improved infrastructure security, thanks to the new spatial redundancy function. In case of issues, the management of the affected exchange will be transferred to an exchange at another company building, thus providing communication continuity, as well preserving the investments we made".
Claudio Valota, CIO, ASL MILANO 2.

Alcatel·Lucent Enterprise

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