



Success Story

OpenScape 4000 with integrated contact center and OpenScape Alarm Response (OScAR) proved to be the ideal system for the Openbaar Psychiatrisch Zorgcentrum (OPZ) Geel to ensure the best possible care for its psychiatric patients.



OPZ Geel

Openbaar Psychiatrisch Zorgcentrum

OPZ Geel in Geel, Belgium is a renowned center for psychiatric healthcare, providing services to inpatients as well as outpatients. Faced with a completely outdated telephony and alarm system, OPZ Geel management found that an overhaul of their communications infrastructure was desperately needed. After assessing a number of options, OPZ Geel decided that Unify's OpenScape 4000 was the best solution to comply with the center's fast-changing needs.

The Task

In 2011, the psychiatric care center OPZ Geel determined that its telephony and alarm system was outdated, lacked flexibility and hampered continuity. It was difficult to contact staff when they were needed and to get them in time to where their presence was required. The previous system was also a liability with respect to ensuring security. In addition, there was no structural framework for the center's communication policy.

On top of that, its telephony partner announced that the platform OPZ Geel was using would no longer be supported, leaving OPZ Geel with little time to find a solution.

The Solution

- OpenScape 4000
- Integrated contact center
- OpenScape Alarm Response (OScAR) server connected to DECT antenna for the transmission of multiple types of alarms - from personal to fire alarms - and the location of nursing staff.

The Benefits

The fully redundant OpenScape 4000 platform allows OPZ Geel staff to connect and be connected through a combination of DECT, TDM and VoIP devices. Linked to an OScAR server and DECT antenna network, it transmits personal as well as general alarms and sends these immediately to the right people.

The system in place also makes it possible to precisely locate employees, helping to ensure that the right care is provided, at the right time.

OScAR ensures that medical staff get to where they're needed more quickly

Openbaar Psychiatrisch Zorgcentrum (OPZ) Geel is one of the largest psychiatric care centers in Belgium. The building complex includes 320 hospital beds and 75 beds for patients under constant care. On top of this, 270 patients are enrolled in a system of home nursing, where patients live in a local family environment. A mobile unit provides care to about 150 patients in their own homes and outpatient care is provided at the hospital site. There is also a forensic psychiatric department for youth in the custody of the law. Altogether, about 1,000 people receive care from a staff of 600 people on a daily basis.



“We strive to bring technology closer to healthcare. That’s why we opted for a future-proof, flexible solution.”

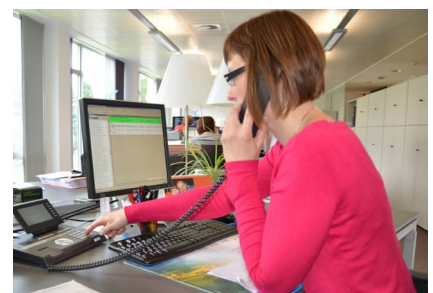
Jan Vanreusel, Financial Director,
OPZ Geel

In 2011, management decided to replace the voice communication and alarm system in use at OPZ Geel because it was outdated and unsuited to the fast-changing needs and security concerns of a psychiatric care center. That previous system, which was a complex combination of a voice communication system, DECT telephony, a bodyguard-system and two different call systems for patients and staff, could no longer cope with the coordination of communications and call transfers between the four different reception desks, employees on call, as well as permanent and mobile staff. It offered no flexibility whatsoever and caused continuity and maintenance problems. In addition, OPZ Geel’s voice communications partner announced that the platform the center was using would be soon end of support. Not satisfied with the upgrade proposal that their previous supplier presented and with the support they had offered, OPZ Geel was left with nine months to find a suitable alternative.

“We were not familiar with this market at all,” says Jan Vanreusel, Financial Director at OPZ Geel. “But a public tender brought Unify’s

partner Newtel to our attention. They proposed a Unify solution that exceeded the others in quality and flexibility. From the beginning, we were able to communicate in an open atmosphere and on equal grounds. In the course of the project, Newtel showed itself as a stable partner, able to understand our needs and help where necessary.”

As part of OPZ Geel’s research into a solution, the search team visited the Unify Experience Center to learn how the OpenScope solutions could meet the challenges faced by OPZ Geel. The team’s findings and positive reaction to the Unify OpenScope platform were shared by the consulting firm managing the tender file for OPZ Geel, resulting in a fruitful collaboration when Newtel came out of the tender as the partner of choice.





Answering calls for help faster

"The consulting firm advised us to opt for an infrastructure that would allow a combination of classic voice communications as well as VoIP," says Jan Vanreusel. "Newtel took charge of the concept, installation and implementation, which was very convenient. They installed a completely redundant OpenScape 4000 platform, combined with an OSCAR alarm server that receives all technical alarms and locates staff members through a network of DECT antennas. This ensures that calls for help are immediately transferred to the right nurse, guaranteeing a quick response. The wireless voice communications, personal alarms and even the fire alarm all go through the DECT network. What's more is that the wireless transmitters used to send alarm signals also indicate the precise location of every

member of the healthcare staff, allowing for swift interventions."

"Our new call center has proved to be a lot more stable than the previous one," states Jan Vanreusel. "It can also handle more simultaneous calls. It is a big advantage that we are able to manage more aspects ourselves. The interface is very user friendly in that aspect and the training sessions Newtel provided to help our employees master the Unify solutions proved very helpful. The implementation went smoothly as well. Whether the cause was to be found with themselves or with us, Newtel tackled all problems on an equal basis and with the same efficiency. The fact that voice communications and alarm functions are integrated and the easy contact between Newtel and our internal ICT crew simplify maintenance considerably."

"This partnership lets us enjoy the best of both worlds: Unify as a world player and Newtel as an approachable intermediary."

Jan Vanreusel, Financial Director,
OPZ Geel

Ready for the future

A decisive element in OPZ Geel's choice was the fact that the new platform is future-proof and flexible. "We strive to bring technology closer to healthcare and communications play an important role in this," says Jan Vanreusel. "For some procedures and treatments, direct contact is imperative, but there are certainly ways in which technology can improve our working methods and benefit employees and patients alike. Our mobile unit expands and gains

About Newtel

Newtel is an integrator of voice communications solutions, wired and wireless data networks and security solutions. It offers solid, future-proof technologies to SMEs, large enterprises, healthcare facilities and police districts, and services range from operational leasing, service agreements, all risks insurances, to consultancy and installation. "We are always looking to build long-

time relationships with our customers," says Joris Van Rymenant, Managing Director Newtel. "Unified communications requires an important investment on the part of a company and we want to make sure they can count on a stable and reliable partner, offering a continuous, custom-made service. The Unify portfolio provides a strong asset to back us up in this mission."



“The Unify portfolio offers a strong asset to back us up in our mission to be a stable and reliable communications partner for our customers.”

Joris Van Rymentant, Managing Director, Newtel

people and departments who are willing to test new technology, and once convinced of its usefulness, become ambassadors. This encourages people to launch new ideas. Of course, it helps to have a partnership which lets us enjoy the best of both worlds: Unify as a world player and Newtel as an approachable intermediary. They don't just drop off the goods and leave you to it. Today, we can still count on them to answer all our questions regarding communications.”

importance. Videoconferencing might offer the chance to eliminate travel time and allow our healthcare staff to spend more time consulting or offer care from a distance to allay a crisis.”

Changes can often meet with user resistance, an obstacle OPZ Geel wants to counter up front. “We try to work with ‘believers’ who buy in to the new systems, and we look for

About Unify

Unify is one of the world's leading communications software and services firms, providing integrated communications solutions for approximately 75 percent of the Fortune Global 500. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.

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