



# Case Study

innovaphone AG - PURE IP-COMMUNICATIONS

:: VoIP PBX Installation: CHI Hôpitaux du Pays du Mont-Blanc ::

## CHI Hôpitaux du Pays du Mont-Blanc

When modernising its telephony infrastructure, the CHI hospital at the foot of the Mont Blanc opted for VoIP technology provided by the European communication specialist innovaphone. The fact that the existing communication system was outdated and that the term of expensive maintenance contracts was nearing an end, made way for leading-edge technology from Germany – innovaphone's unified communications solution. ConnexIT, specialising on hospitals and security, was commissioned with the implementation of the new system.



### Objective: centralised administration, high availability and redundancy

With approximately 330 beds, CHI is one of the clinical facilities in the Département Haute-Savoie that is still being expanded continuously. More than 1,000 employees in medical and nursing functions as well as administrative positions are working at the two locations Sallanches and Chamonix, as well as at two care centres for the elderly. Operational structures are based on six divisions with 21 sub-units. Health services range from emergency services via antenatal care to geriatric medicine.

For internal communication purposes CHI had been using an Alcatel telephone system for more than 15 years, and it was comple-

tely outdated. As it became increasingly difficult to find replacements for defective components, it became imperative to find a new system. Having received several offers (two of which were based on the Alcatel solution), the responsible managers reviewed the various solutions. Their most important criteria in terms of requirements were security, remote maintenance as well as usability. In addition to that, there was particular focus on new unified communications functionality, especially with regard to voice mail.

Mathieu Prade, CEO of ConnexIT, confirms: "In contrast to other providers, innovaphone presented a sophisticated redundancy concept. With an IP6010 VoIP gateway in Sallanches, another IP6010 gateway in Chamonix and an IP800 in the retirement home in Chamonix, high availability of the telephony solution was ensured. Should one of the systems fail, a standby PBX would seamlessly take over all functions."

Since June 2011, internal telecommunications is processed via three innovaphone PBXs with IP230 and IP110 innovaphone end devices at the three locations in Sallanches, Chamonix and the Chamonix

retirement home. An IP adapter connects the old analogue extensions and fax machines to the relevant VoIP gateway. 650 telephone connections are managed by the system. The three innovaphone PBXs run separately and manage all extensions at their location. They also establish the connection to the public telephone system. In the event that one of the systems fails, extensions register with the second, redundant PBX, so that all functions of the PBX can be continued seamlessly.

### innovaphone: administration made easy

CHI's head of IT, Mickaël Guyot, believes in the innovaphone PBX: "We have opted for the innovaphone PBX, because it's a homogeneous system, which our in-house IT department can easily manage. This makes the innovaphone solution stand out among other systems that were presented to us. Many of them were proprietary and would not have granted us any level of autonomy, flexibility and thus also efficiency. Our current maintenance contract runs at only half the cost compared to the previous one, updates and reboots are realised within a matter of 10 seconds, administration is easy and



Mickaël Guyot, CHI's Head of IT





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quick." In Chamonix, the conversion to the new system was implemented in one night, Sallanches was switched over the next day and the old end devices were replaced by IP110 and IP230 devices – in all offices, for all staff including administrative positions and nursing personnel. The entire conversion took three working days and included the retirement home in Chamonix.

Mickaël Guyot explains: "We didn't encounter any significant issues when installing and implementing the innovaphone PBX. Only the integration of the mobile WLAN devices in our wireless infrastructure was difficult, but that was obviously down to structural problems. Fortunately, the innovaphone solution provided us with a way of helping ourselves, as we were able to use the innovaphone PBXs as servers for internal mobile calls."

### Customised and efficient services

By integrating voice mail into the innovaphone PBX, an interactive switchboard was implemented. Call administration is now easier as recorded customised voice messages are integrated with queue and forwarding functionality. Incoming calls are redirected quickly and automatically, directly to the desired extension. "Calls coming in via the emergency services, for instance, are immediately given the option to be redirected to either the emergency room or the administrative office. Should the office extension be engaged, a customised message is sent to the group of emergency service points currently on duty, corresponding to the queue protocol. During normal opening hours, calls for the medical units are automatically directed to the relevant groups. The configuration of the system is intuitive and fast. Until this day, we have not lost any calls. Apparently, the innovaphone voice mail solution always finds a way," Mickaël Guyot says in praise of the new system. Patients, nursing staff and administrative personnel alike benefit from the highly effective, customised services now introduced. In future, CHI plans to successively replace the old analogue extensions in the patients' rooms with innovaphone IP end devices – along with the planned modernisation of the hospital rooms.

Mickaël Guyot's conclusion is highly positive: "The new solution works very well. Our IT department is happy, as the innovaphone PBX is easy to manage. The call administration functionality offers diverse options as does the voice mail functionality. Scalability of the innovaphone system is highly attractive: availability is high, the technology is state-of-the-art and easy to manage. All employees are extremely happy with the new solution."



Convalescence at the foot of Mont Blanc