



CLINIQUE VÉTÉRINAIRE



Case Study

innovaphone IP Centrex solution for connecting two veterinary clinics

The veterinary clinic Kerzourat chooses an innovaphone system to optimize availability and call management while reducing costs.



When the clinic is closed, or at night and on weekends, calls are redirected to the on duty vet's mobile phone.

The veterinary clinic Kerzourat at Landivisiau in Brittany trusts the VoIP and Unified Communications solution by innovaphone. Optimizing the telephony services has very much helped to make the organisation of the medical and surgical services easier and more effective. The innovaphone solution was installed by the French telephone service provider VoIP telecom.

The customer

- Veterinary Clinic Kerzourat in Finistère (Brittany)
- Two clinics: in Landivisiau and Saint Pol de Léon
- Medical surgical team, consisting of 7 vets, 5 veterinary assistants and 1 secretary

Always striving to offer first-class medical care, the veterinary clinic Kerzourat relies on state-of-the-art technical equipment to ensure high quality care and services. The veterinary clinic's medical team consists of seven veterinarians, five veterinary assistants and an accountant-secretary. Dr. Frédéric Arzur, veterinarian and owner of the clinic says, "High quality care requires high-tech equipment. One must gain knowledge about the innovations when it comes to products and facilities. Our veterinary clinic regularly makes considerable investments: the quality of the care and comfort of the animals have their price. Several problems concerning availability, call management and costs prompted us to restructure our telephone system." The telephone service provider, VoIP telecom, installed the VoIP and UC solution by European specialists, innovaphone, as a Centrex system.

The clinics in Landivisiau and Saint Pol de Léon are about 25 km from each other and both had outdated PBX systems from Alcatel, as well as with a mobile device on a "live box" from Orange. The main clinic was separate from

The challenge

- Around the clock availability
- Optimizing call management
- Reduction of communication costs

the system and internal calls from one clinic to the other had to be paid for as they were "external" calls. The installation took just 2 days at both locations and ran smoothly. Rémy Vuilleumier, CTO at VoIP telecom, explains, "We proceeded in two steps for the restructuring: firstly, we installed an innovaphone IP800 gateway with IP240 and IP200 DECT and IP phones at the main clinic in Landivisiau as well as an IP22 adapter for analogue devices. We subsequently removed the IP800 VoIP gateway and transferred the numbers to the Centrex system at VoIP Telecom. Both clinics can now call each other for free." At the second clinic in Saint Pol de Léon the VoIP telecom technicians removed the existing IPBX Box from SFR and installed a VoIP telecom DSL router and innovaphone DECT and IP devices type IP240 and IP22.



The laboratory in the clinic Kerzourat





Marc Benoist, CEO of VoIP telecom, recommended the innovaphone solution and explains the benefits of a Centrex system combined with the innovaphone system, "Centrex systems have the advantage that the customer benefits from a high-tech telephony system, in this case from innovaphone, without having to deal with the administration. Because the clinic only pays for the service it requires, it can save on investment costs as well as on costs for services and later updates. The innovaphone solution is scalable, homogeneous and standard-compliant (H. 323 and SIP). In addition, it allows "the gradual transition to VoIP without losing calls."

The solution

- Manage call forwarding, 24 hours, 7 days/week
- Answer mode/on-call service function: List of vets with 24-hour emergency service
- Free calls between the clinics

The new function of "answering mode/on-call service" on the IP240 phones is highly valued by the medical assistants. By scrolling down of the list of vets and at the touch of a single button, they can select the vet who is on-call - a very useful feature, when they leave the office in the evening. Phone calls can no longer get lost thanks to the innovaphone VoIP solution: the solution allows calls to be redirected around the clock, 24 hours a day, 7 days a week. When the clinic is closed, or at night and on weekends, calls are redirected to the mobile phone of the veterinarian

on duty. Calls between the clinics are now free, and an independent call management system increases the overall convenience. Dr. Arzur summarizes, "Two important problems have been solved by the restructuring of our telephony system: availability and costs. We often get called to private homes, and owners of farms in the surrounding areas often call for help. Being available on the phone when we are on the road, especially at night, is an important factor, which significantly improves the quality and speed of our emergency services. In addition, our calling costs, which were burdened in the past by calls between the clinics, have reduced considerably."



The clinic in Saint Pol de Léon

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PURE IP-COMMUNICATIONS

