

Better breathing in a healthy environment



As the competent point of contact in the Canton of Zurich for all matters related to lungs, air and breathing, LUNGE ZÜRICH helps people with lung ailments and represents their interests in public. Its goal is to improve their quality of life. With its professional and committed team and an Atos Unify OpenScape Business solution from Atos Unify, LUNGE ZÜRICH offers an outstanding range of health services, as well as support and treatment of patients with respiratory complaints.

The task

LUNGE ZÜRICH was satisfied with its "old" telephone system, but it just had to be updated and modernized. The main objective was to create a network between the three existing locations and the head office. There was also a mandate that the existing IP DECT phones could still be used at all locations. And since employees used their workplaces on an alternating basis, desk sharing was a key requirement. Another request was to roll out unified communications (UC) at all locations. The goal was to provide calendar entries of absence notices based on certain rules. Further more there was also a need to have the ability of using major UC features on smartphones.

The solution

Together with its integration partner Axians COM AG, LUNGE ZÜRICH decided in favor of OpenScape Business from Atos Unify - a state-of-the art all-in-one solution that meets all their key requirements. The new system could be integrated in the existing IT network and the terminal server environment. The existing locations were interconnected using Sunrise MPLS. All UC features can be used within the network, as well as by smartphone. TDM and IP devices run in mixed operation and enable desk sharing with practical PSDN dialer.

The benefits

The networking of all locations and the available UC functions enable free-of-charge Internal calls between the offices. The new system is scalable, so that a fourth location can be easily integrated. The new UC functions and mobile use of the key features provide a more convenient work environment and a higher availability rate of nursing staff. The multi-location chat functionality enables multimedia communication between users and ensures that they are easier to reach. The system is future-proof and supports VoIP and All-IP

Competent point of contact for all matters relating to lungs, air and breathing

The Lunge Zürich association is a well-known, acknowledged and competent point of contact for all matters related to lungs, air and breathing in Switzerland. Under the name LUNGE ZÜRICH, it advises and supports people with breathing difficulties, lung ailments and tuberculosis and represents their interests in public. LUNGE ZÜRICH is also committed to keeping the public breathing healthily with its prevention and health promotion measures. That includes preservation of an intact environment and enhancing awareness for a healthy respiratory system. The non-profit association not only provides advice and services, but also assumes tasks for the public health system.

In order to achieve its goals, the association relies on good cooperation with doctors and other home care services, as well as on a professional team of employees. Atos Unify Open communication, regular sharing of information and experience and continuous further education are vital.

New technology and state-of-the art functionality

After many years of dependable service, the existing telephone system had to be upgraded and modernized. LUNGE ZÜRICH and its partner Axians COM AG looked at the requirements that had arisen over the past years. One key requirement was to network the existing locations, each of which was independent. The system should also be scalable to include further locations. Since all the nursing staff work in shifts, it is important for them to log on to different workstations, but with their own work environment. That was accomplished with the desk sharing function and a terminal server environment. Nursing staff have to be able to be reached everywhere - and that is aided by the IP DECT solution and the mobile client on the smartphone. The mobile solution "myPortal to go" enables every employee to see immediately on the smartphone how they can reach a colleague. Office employees can use Atos Unify OpenScape Business Outlook Integration to call on unified communications functions directly in Outlook. An existing contact center was integrated in the work environment and ensures patients and doctors can reach staff. Day/night switching and automatic messages from Atos Unify OpenScape Business on voicemail enable a special customer service at LUNGE ZÜRICH. Patients and doctors can be put through to nursing staff if required.

The Project

The project was well prepared in cooperation with Axians COM AG, with the result that the new work environment was up and running within three months. Employees are enthusiastic about the new possibilities: simple handling and the practical functionality make everyday work easier. Everyone can see where their colleagues are and when they will return. Rule-based presence management with personalized announcements means that staff can be reached by patients and colleagues or provide expert support for the contact center. Nursing staff can log on to their work environment anywhere and use their personal voice and UC functions. Connection of the three field locations to head office in Zurich via MPLS means that internal calls are now free of charge. The convenient chat function enables colleagues to be reached even if they happen to be on the phone. All locations can be reached on a single service number. Patients can contact LUNGE ZÜRICH very quickly and easily by voice dialing.



What has changed?

The overview of the presence status eliminates the need to search for colleagues who are maybe on their break or off campus.

The convenient means of forwarding calls to other devices or voicemail saves long searches and time.

It is possible to set where a call is to be forwarded, depending on the presence status. If someone is taking a break, the automatic announcement directly states the time they will return.

Forty employees now use 32 workstations - with no problem, thanks to desk sharing.

Many nursing staff use "myPortal to go" on their iPhone - apart from presence information and call forwarding, callers who have perhaps tried unsuccessfully to reach someone during treatment can be called back directly.

LUNGE ZÜRICH's employees enjoy working with OpenScape Business and are especially enthusiastic about how easy the solution is to use.

"We don't have a lot of time to devote to technology. It has to work. Our focus is on the patients."

Ms. Nadine Torres
Head of Finance and Infrastructure
LUNGE ZÜRICH

About OpenScape Business

Atos Unify OpenScape Business offers the right application environment, especially for medium-sized enterprises, which often have several branch offices.

A wide range of different communications requirements are covered by a flexible and scalable all-in-one solution.

Atos Unify OpenScape Business can be used independently of the existing infrastructure - whether IP, conventional telephony or DECT.

Apart from powerful telephony, it offers an extensive and practical unified communications environment that can be scaled from 5 to 500 users and up to 2,000 users in a network.

Atos Unify OpenScape Business is always the right solution for companies that want to migrate to new technology, keep on using their existing equipment and be future-proof.

About Atos

Atos is a global leader in digital transformation with 110,000 employees in 73 countries and annual revenue of € 12 billion. European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos|Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

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