UNIFY
atos collaboration solutions

Bespoke, scalable and future-proof

The new communications system solution for the retirement and nursing home EMS Les Vergers

EMS Les Vergers is a recently opened retirement and nursing home in the municipality of Aproz near Nendaz, Switzerland. It offers senior citizens a modern retirement residence with comprehensive, reliable medical and social services, all tailored to their needs. Therefore, the communications system needs to be just as reliable and extensive.

Challenge

EMS Les Vergers retirement home places great focus on reliable all-round medical and social care for its residents. To support this focus across the home's spacious premises, a modern and fail-safe communications solution is essential. Whether in the underground car park, at the front desk, or in the home's wooded park, employees need to be reachable at all times. Management also requested senior-friendly, easy-to-operate landline phones for the home's 75 single rooms. This, in turn, necessitated a transparent data export system which would record the call costs of every connection separately. The solution also needed to be future-proof and scalable to ensure easy and flexible extension of the system when required, while offering critical features today such as an out-of-office welcome message with emergency option, which puts the caller directly through to a contact person when required, and a video intercom with a secure night-desk notification system.

Solution

After comparing several service providers, EMS Les Vergers decided in favor of the new Unify integration partner, AT-Solution. In addition to the company's presence in Aproz and, as a result, its fast on-site service, the experienced IT specialists impressed with a bespoke solution, which more than met the given requirements: OpenScape Business X8. The All-IP-enabled system was installed completely new, including all connections and cabling, in just 5 weeks with the support of long-term Unify distributor, Alltron AG. A diverse selection of devices connect to the central system, including 75 analog phones for all senior resident rooms, 16 OpenScape DECT mobile stations for care staff, and 11 state-of-the-art OpenScape SIP devices at fixed points such as the front desk, back office and day rooms. The EMS communications solution was rounded off with the installation of OpenScape Accounting, an OpenScape Contact Center, as well as a video intercom with practical PSDN dialer.

Benefits

The key advantages of EMS Verger's new OpenScape Business X8 All-IP system are clear to see. It combines existing technologies (analog connections) with new possibilities (SIP telephony) and can be extended up to 500 users. Therefore, it's the ideal solution for making any future extension of the premises possible. The easy-to-use room phones allow residents to comfortably call friends and family whilst the nursing staff are reachable across the entire site via reliable mobile DECT devices. Outside of regular business hours, all calls are directed to the central OpenScape Contact Center, which plays a welcome message that can be interrupted at any point in case of an emergency when a connection to a direct contact person is required. Also, the night desk is informed about every ring of the doorbell via the PSTN dialer on the video intercom.

"EMS Les Vergers strives to provide its residents with the best care possible. A high-quality communications system is part of this and OpenScape Business X8 delivers it all."

David Roux, Directeur,
EMS Les Vergers

A perfect solution. A partner you can rely on.
The retirement home's newly installed communications system OpenScape Business X8 meets all the requirements set by the home's management team. It is uniform, reliable, flexible in terms of extension and entirely future-proof. Although it was only the second project on such a scale for Unify certified Partner AT-Solution, installation ran smoothly with the support of the long-term Unify distributor Alltron and it only took five weeks from start to finish. Also located in Aproz, AT-Solution prides itself on being a reliable IT partner who is always there. They provide fast and cost-effective on-site support as well as the latest in remote IT services such as security upgrades and system maintenance. The managed services contract ensures the communications solution is always up to date as well as being flexible and cost-effective in adapting to any new requirements the nursing home may have.

Reachable in any situation. Every time and everywhere.
Whether in the home's wooded park, the day rooms or in the underground car park, the mobile DECT devices offer the nursing staff the flexibility to move around the spacious premises and remain reliably accessible anytime, anywhere. Unify's cordless phones offer various functions for colleagues to communicate and are fully integrated into the internal voice network. This eliminates external phone charges while also ensuring optimum failsafe performance. After hours, callers are greeted with a standard welcome message via the OpenScape Contact Center. This message can be interrupted at any time to put the caller through to the relevant contact person in the event of an emergency. And via the PSTN dialer on the video intercom, night staff are immediately informed of every ring of the doorbell via voice message and light signal sent to the night desk phone.

"Our new IT partner, AT-Solution, proved right from the start that we can also continue to count on their reliable services and fast support in the future."

David Roux, Directeur,
EMS Les Vergers

"With OpenScape Accounting we can record each resident's communication costs in a transparent way and then invoice residents on a monthly basis."

David Roux, Directeur,
EMS Les Vergers

Accurate invoicing with OpenScape Accounting
An important aspect for the home's management team, and one that was optimally achieved with OpenScape Business X8, was equipping the 75 single rooms with analog phones. Residents have senior-friendly phones, which they can operate easily to make both external and internal calls. EMS Les Vergers uses OpenScape Accounting in order to record all costs from these calls in detail and to invoice residents on a monthly basis. Whether landline or data services, this efficient application enables external connections to be recorded in a transparent manner and to be specifically assigned to individual users. Depending on the requirements, the accounting staff can define and elaborate on the layout without restriction in order to make full use of all of OpenScape Accounting's benefits.

About Atos

Atos is a global leader in digital transformation with over 110,000 employees in 73 countries and annual revenue of over € 11 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.

Unify is the Atos brand for communication and collaboration solutions. At the core of the Atos Digital Workplace portfolio, Unify technology enables organizations of all sizes to transform the way they collaborate, creating a more connected and productive workforce which can dramatically improve team performance, individual engagement and business efficiency.

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