



Alcatel-Lucent OpenTouch Suite for SMB for Doctors' Offices

Serve patients
better and
improve
efficiency

The **Alcatel-Lucent OpenTouch® Suite for SMB** for Doctors' Offices enables one or more doctors in a medical practice to be reachable anywhere for an emergency or while on call through a flexible communication system. The **OpenTouch Suite for SMB** provides seamless service while maintaining a doctor's professional image and privacy.

CHALLENGES FOR DOCTORS' OFFICES

Patient care is 24/7, so it is essential for doctors to be reachable anytime and anywhere: in the office or while on call. If doctors need to leave the office for a medical emergency, they must be able to forward calls to voice mail and check their voice mail remotely while maintaining their privacy and professional image. In a medical practice with more than one doctor, the communication system must be able to handle each doctor's practice independently, regardless of varying office hours. The system must also handle call overflow efficiently when the receptionist is busy with a patient. Finally, doctors need to be able to delegate call management to a receptionist – transparently.



ALCATEL-LUCENT OPENTOUCH SUITE FOR SMB **TO THE RESCUE**

The Alcatel-Lucent OpenTouch Suite for SMB for Doctors' Offices tailors the communication system to doctors' unique requirements.

Anywhere, anytime availability

- + While in the office or on call
- + One phone number for your office phone and mobile device
- + Call management from a smartphone or mobile device: Voice mail, call transfer, call forwarding and a centralized address book

Better service to your patients and a professional image

- + Calls never go unanswered, no matter how busy your office is
- + Improved service to patients and a professional image
- + Each call has a trace so all calls are listed

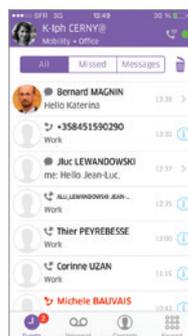
Reduced costs

- + Automated attendant: A combination receptionist and answering service without a salary
- + Complete solution that is easy to install and simple to use

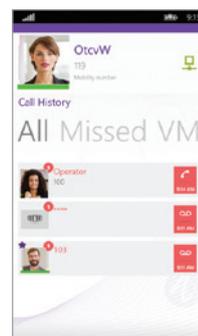
OPENTOUCH SUITE FOR SMB: **A COMPLETE SOLUTION**

The Alcatel-Lucent OpenTouch Suite for SMB provides a complete communication solution for doctors' offices.

- + Alcatel-Lucent OmniPCX® Office Rich Communication Edition (RCE), a flexible communication server for SMB
- + Alcatel-Lucent OmniSwitch® 6450 Light Stackable LAN Switch, tested and validated end-to-end for optimized voice and data interworking
- + Wireline phones: Alcatel-Lucent Premium DeskPhones with integrated IP/telephony features
- + Alcatel-Lucent OpenTouch Conversation for iPhone, Android and Windows Phone and VoIP using SIP Companion option
- + Alcatel-Lucent My IC Web for Office, an application for call management through any browser on a PC



OpenTouch Conversation
for iPhone



OpenTouch Conversation
for Windows Phone



My IC Web for Office



8038 Premium DeskPhone

Our company is a leading provider of enterprise communications solutions and services, from the office to the cloud, marketed under the Alcatel-Lucent Enterprise brand. Building on our established heritage of innovation and entrepreneurial spirit, we operate globally with 2700+ employees in 100+ countries worldwide, with headquarters near Paris, France.

With communications, networking and cloud solutions for business of all sizes, our team of technology experts, service professionals, and 2900+ partners serves more than 830,000 customers worldwide, tailoring and adapting our solutions and services to local requirements. This provides tangible business outcomes through personalized connected experiences for customers and end users.