Alcatel-Lucent OpenTouch Suite for Retirement Homes

Stay connected and ensure patient well-being

The **Alcatel-Lucent OpenTouch™ Suite** for Retirement Homes is a customizable communication solution designed for all sizes of retirement homes. The **OpenTouch Suite** provides on-site mobile communications, improves responsiveness when patients need immediate attention, and increases staff productivity with a flexible, expandable system that is simple to use and easy to learn.

Trends in the retirement home sector

The baby-boomer population is aging, with more people needing retirement home care. Staff needs a solution to optimize daily tasks to ensure patient well-being and control costs.

Easy communications supported by non-blocking LAN and secured WLAN

The Alcatel-Lucent OpenTouch Suite for Retirement Homes enables efficient call routing for busy retirement homes. It is designed to support 24/7 patient care and staff reachability anytime and anywhere – inside or outside of the facility.

During a critical alarm event, streamlined communications improve team responsiveness so the situation can be resolved quickly. The communication system must handle call overflow when you are with a patient or colleague. All operations are available to your staff on the move, including: forwarding calls and retrieving a message while maintaining privacy. Moreover, Alcatel-Lucent OpenTouch manages call overflow while your staff is with the patient. Thanks to the rich information on user presence, the receptionist is able to transfer calls efficiently.

The high bandwidth LAN enables the efficient connection of all types of devices: video surveillance cameras, computers, servers, printers, medical devices, IP, phones gateways for digital or analog phones as well as the Wireless LAN (WLAN) systems. A secured WLAN system enables doctors, visitors and patients to access to their dedicated partitions of WLAN.

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Alcatel-Lucent OpenTouch Suite to the rescue

The Alcatel-Lucent OpenTouch Suite for Retirement Homes tailors the communication system to your unique needs, whether your retirement home is a standalone building or collocated with a hospital or other facility, reducing costs and providing:

+ On-site mobility: Stay connected anywhere on the premises, indoors or outdoors
+ Professional, efficient call routing and streamlined communications
+ Collaborative features for easy supervision and improved teamwork

On-site mobility and advanced communication features

+ Professional TDM or IP DECT, or Voice over WLAN handsets, with advanced business telephony services wherever you are in the facility
+ Reliable alarm, notification and location services for the handling of critical events
+ Cost-effective wireline phones with SIP-based features and integrated management

Powerful call management

+ Easy handling of incoming calls, with a professional welcome and forwarding to the appropriate staff
+ Powerful, user-friendly management of daily phone tasks and avoidance of call transfer errors
+ Assistant and Supervision monitoring facilities with PC-based ergonomics and efficiency
+ Secure receipt and transmission of faxes and centralized fax management

Reduced costs

+ Automated attendant: A combination receptionist and answering service without a salary
+ Single infrastructure for voice/data services and efficient business communications
+ Complete, customizable solution that is easy to install and simple to use

OpenTouch Suite: A complete solution

Alarm management application

+ A comprehensive Emergency Notification System to manage your critical alerting needs, including 911 (public safety) alerts.
+ Through the Alcatel-Lucent Application Partner Program, integration of third-party alarm management software

Communication system

+ Alcatel-Lucent OmniPCX™ Office Rich Communication Edition (RCE), a flexible communication solution for standalone facilities.
+ Alcatel-Lucent OmniPCX™ Enterprise suite: very scalable for larger or networked facilities.
+ Alcatel-Lucent OmniSwitch™ 6450 Gigabit Ethernet Stackable LAN Switch to optimize voice and data interworking
+ Alcatel-Lucent DECT infrastructure products to ensure the best voice services for on-site mobility (Alcatel-Lucent 4070 Remote Base Station, 4080 IP-DECT Access Point)
+ Wireless phones: Alcatel-Lucent 500 DECT, 8232 DECT and 8118/8128 WLAN Handsets for mobile communications within the facility
+ Wireline phones: Alcatel-Lucent 8028/8038/8068 Premium Deskphones with a full keyboard for Dial by Name
+ Alcatel-Lucent PIMphony™ Team, a personal communication manager with Assistant/Supervisor and powerful call management features
+ Alcatel-Lucent RCE Fax Server application for secure, centralized fax management
+ Alcatel-Lucent OpenTouch Notification Service for alarms and notifications

Hosted or Customer premises

+ To provide financial options, OpenTouch Office Cloud or OpenTouch Enterprise Cloud are available in Hosted Voice configuration operating out of the data center in OPEX mode, rather than at your premises.
+ The same rich set of features is available in both Hosted or Customer premises modes.

500 DECT

Wireline set 8038 with 10 key add-on

High-end wireline set 8068

Alcatel-Lucent Enterprise provides communication solutions, services and products for enterprises of all sizes, from the smallest startup to the largest multinational. Alcatel-Lucent Enterprise helps Retirement Homes benefit from a secure, high-performing communications infrastructure.

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