



Nursing Home Sumiswald AG

A modern and efficient
communication and
alarm solution for the
retirement home in Emmental.

Success story provided by
Equans Switzerland

Image source: Sumiswald AG, k.A.

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The sumia retirement home in Sumiswald offers a home for elderly people with 130 single rooms. Around the clock, the staff are committed to the well-being of the residents with their heads, hearts, and hands. Equans Switzerland AG was commissioned to modernize the communication platform and the alarm system and to ensure centralized and simple management of the entire solution.

The Task

- Modernization of the existing telecommunications platform and integration of a professional UCC application and new switchboard workstations for central call management
- Use of smartphones in conjunction with a mobile app to handle alarm scenarios in real time. In the future, the new application will act situationally based on location information
- Central management of mobile devices using a state-of-the-art mobile device management platform
- Central, secure, and simple administration of the entire solution
- Use of a future-oriented alarm platform

The solution with the latest technologies

The migration of the OmniPCX Enterprise communication platform to a modern and secure communication platform was successfully completed for our customer. The existing telephone system was migrated to a virtual platform and the redundant central call server was connected to the public telephone network via SIP. This enabled seamless integration and increased the reliability of the system.

In addition to the existing digital and analog

telephones, new IP-based devices were introduced to modernize the customer's communications infrastructure.

The existing MobiCall alerting application was updated. The protection of the investments made and the associated new functionalities of the newly developed MobiApp were decisive factors in the migration path chosen.

The introduction of Rainbow UCC enabled advanced functionalities such as service- and team-based communication. The centralization of the solution also contributes to simplified management of the entire communication system, allowing administrative tasks to be performed more efficiently.

Another highlight of the implementation was the expansion of the existing alarm platform. This was equipped with additional functions to increase security, control, flexibility, and adaptability in line with the customer's specific requirements. This enabled the connection of classic and new interfaces.

Users now also have the option of flexibly logging in and out of various services on the MobiCall.App. The additional "service-based communication" module represents real added value for the customer. This unique additional function simplifies resource planning and allows the person responsible to keep track of the current availability status.

At the same time, it ensures that there are always enough people in the service group (shift) compared to a standard presence setting.

The use of new mobile devices in conjunction with the MobiApp

Communication Solutions	
Telephony Platform	Alcatel-Lucent OmniPCX Enterprise
Switching Software	Alcatel-Lucent 4059 Extended Edition Attendant Console
Alarmserver-Platform	NewVoice MobiCall
Unified Communication Platform	Alcatel-Lucent Rainbow
Mobile Device Management	ManageEngine MDM

also raises the issue of location and tracking. The newly installed MobiCall software is forward-looking and, with the new integrated NVX localization module, is capable of performing room-accurate location tracking using various technologies (DECT/WiFi/LoRa/BLE). Which concept will ultimately be used is still open. The fact is that with the addition of the location/tracking function, further optimization of the alarm procedures can be tackled.

Overall, the implementation of the communication solution has led to a significant improvement in the communication infrastructure. The new platform is not only more secure and flexible, but also tailored to the individual needs of the customer.

Thanks to comprehensive integration and advanced features, the efficiency of daily workflows has been significantly increased.

The customer: extremely satisfied!

Markus Gfeller, Head of Technology, was extremely satisfied with the modernization and implementation in collaboration with Equans Switzerland. The efficient and intuitive application led him to the following conclusion:



The new, multifaceted communication platform significantly simplifies daily communication and coordination.

Markus Gfeller, Head of Technology



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