



# Alcatel-Lucent OpenTouch Suite for SMB for Retirement Houses

Stay connected  
and ensure patient  
well-being

The **Alcatel-Lucent OpenTouch® Suite for SMB** for Retirement Houses is a customizable communication solution designed for small- and medium-sized retirement houses. The **OpenTouch Suite for SMB** 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 HOUSE SECTOR

The European population is aging, with significant medical requirements, and more people will need retirement house care [European Geriatric Medicine 3(6), November 2012]. Staff must meet these demands while optimizing daily tasks to ensure patient well-being and control costs.

## CHALLENGES FOR SMB IN THE RETIREMENT HOUSE SECTOR

Patient care is 24/7, so it is essential for the staff of retirement houses to be reachable anytime and anywhere inside or outside the facility. During a critical alarm event, you need streamlined communications that improve team responsiveness so the situation can be resolved quickly. If you leave your station or desk, you must be able to forward calls to voice mail and check voice mail remotely while maintaining privacy. The communication system must handle call overflow when you are with a patient or colleague.

In a busy retirement house, the communication system must be able to route calls efficiently and handle each area of operation independently. Finally, retirement house staff 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 Retirement Houses tailors the communication system to your unique needs, whether your retirement house is 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, IP DECT 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

### 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 FOR SMB: A COMPLETE SOLUTION

### ALARM MANAGEMENT APPLICATION

- + Through the Alcatel-Lucent Application Partner Program, integration of third-party alarm management software

### COMMUNICATION SYSTEM

- + Alcatel-Lucent OmniPCX<sup>®</sup> Office Rich Communication Edition (RCE), a flexible communication server for SMB
- + Alcatel-Lucent OmniSwitch<sup>®</sup> 6450 Gigabit Ethernet Stackable LAN Switch to optimize voice and data interworking
- + WLAN infrastructure: OmniAccess<sup>®</sup> 4005 Branch Office WLAN Switch, RAP-3WN(P), RAP 108/109 Remote Access Point and AP103/205/275/324/325 Wi-Fi<sup>®</sup> access points
- + DECT infrastructure: Alcatel-Lucent 4070 Remote Base Station and 8340/8340-C IP-DECT Access Point
- + Wireless phones: Alcatel-Lucent 8212, 8232, 8242 DECT Handsets and Alcatel-Lucent OmniTouch<sup>®</sup> 8118/8128 WLAN Handsets
- + Wireline phones: Alcatel-Lucent 8068 Premium DeskPhone and 8018 DeskPhone
- + Alcatel-Lucent PIMphony<sup>™</sup> Team, a personal communication manager with Assistant/Supervisor and powerful call management features



8018 DeskPhone



8068 Premium DeskPhone



8242 DECT Handset

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.

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