



Case Study: Healthcare

Multisite IP Telephony Solutions

Upper St-Laurence Health Region selects SSP to provide an Advanced Communications System

When the Upper St. Laurence Health Region in Quebec sought to upgrade telephony systems for its 5 sites, it turned to SSP Telecom for advice. After a thorough requirements analysis, SSP and the Health Region selected an advanced VoIP (Voice over IP) solution based around the Alcatel-Lucent OmniPCX Enterprise Communications server.



The solution consisted of a main communications server and voice messaging system at the central location, and “passive call servers” located at the four other sites, providing digital connectivity and redundant call processing for safety backup. The network is connected via high-speed fibre-optic data links, and consists of approximately 500 wired extensions and 30 wireless extensions spread across the five sites.

This solution provides a number of benefits to the Health Region, including increased communication between staff by using the more advanced telephony features provided by the Alcatel communications server, lowering long distance costs between sites by using VoIP, providing effective on-site mobility for staff by using DECT wireless handsets, and providing faster system administration with centralized management.

PRODUCTS SELECTED:

- **OMNIPCX ENTERPRISE COMMUNICATIONS SERVER**
- **4635 VOICEMAIL**
- **9-SERIES DIGITAL TELSETS**
- **DECT WIRELESS HANDSETS**
- **OMNIVISTA 4760 NETWORK MANAGEMENT**

SERVICES PROVIDED:

- **CONSULTATION SERVICES**
- **NETWORK DESIGN**
- **PROJECT MANAGEMENT**
- **INSTALLATION & IMPLEMENTATION**
- **TRAINING**

Aside from its advanced product portfolio, SSP also provided several services from its professional services offering, including consulting, project management, installation & configuration, and training. *“We are completely satisfied with all of SSP Telecom’s services, and we recommend them to anyone contemplating extensive work in the field of telephony”* summarizes Johanne Brunet, IT Manager at CSSS du Haut St-Laurent.

As well, with the OmniPCX’s inherent flexibility and scalability, the Health Region will be able to easily expand the system as needed and add many types of options, connectivity and enhancements, such as IP extensions and Unified Communications when and if the need arises. And with Alcatel-Lucent’s well-known

commitment to customer investment protection, they can rest assured that their investment will remain within Alcatel-Lucent’s evolutionary path for years to come.

SSP is honoured to have received this recommendation from CSSS du Haut St-Laurent:

"The Centre for Health and Social Services of the Upper St. Laurence is located in the south-western Montérégie region of Quebec, about 45 minutes from Montreal. It consists of four facilities, including a hospital in Ormstown, a clinic in Huntingdon (including a service outlet which is located in Saint-Chrysostome), and two long term care facilities, one located in Huntingdon and one in Ormstown.

In 2001, we opted for new Alcatel telephone systems to be installed in two of our sites - the Huntingdon Clinic and the Long Term Care Center in Huntingdon County. The system has easily met the needs of managers and users alike. The installation and management of the system proved to be simple and efficient, and the many features and options of the Alcatel system have completely satisfied us.

In 2008, we began a large project to standardize and unify all the telephony systems within the Health Region. With the high level of satisfaction and usability we experienced with the Alcatel systems over the previous years, we decided to standardize on Alcatel systems for all other facilities in the Health Region.

From the outset, we put our trust in SSP Telecom, who listened to our needs and responded appropriately to all our concerns regarding the implementation of the new systems. The project planning and installation was performed by highly-qualified staff, working with a friendly attitude, without tracking time spent with us, whose only goal was our satisfaction.

The project was scheduled from April to September 2009, and was completed within the allotted time. SSP Telecom's customer support to all our queries and problems throughout and after the implementation has always been timely, professional and effective. We are completely satisfied with all of SSP Telecom's services, and we recommend them to anyone contemplating extensive work in the field of telephony."

- Johanne Brunet, IT Manager at CSSS du Haut St-Laurent

About SSP Telecom - Converged Solutions

SSP Telecom - Converged Solutions is a leading provider of Alcatel-Lucent communication solutions to small, medium and large enterprise and to public sector institutions. With offices in British Columbia, Alberta, Ontario and Quebec SSP Converged Solutions was formed to deliver an enhanced competitive edge to businesses across Canada by increasing customer satisfaction, employee productivity and operational efficiencies in the world of IP Communications. For more information <http://www.sspconvergedsolutions.com>

About the Upper St. Laurence Health Region

"L'Agence de la santé et des services sociaux de la Montérégie" constitutes the regional level of governance of the health and social services network. Its mission is to ensure the co-ordination of the Montérégie's network and thus improve its performance and contribute to an improvement in the health and well-being of the population. For more information, visit <http://www.santemonteregie.qc.ca>

About Alcatel-Lucent

Alcatel-Lucent (Euronext Paris and NYSE: ALU) is the trusted partner of service providers, enterprises and governments worldwide, providing solutions to deliver voice, data and video communication services to end-users. A leader in fixed, mobile and converged broadband networking, IP technologies, applications and services, Alcatel-Lucent leverages the unrivalled technical and scientific expertise of Bell Labs, one of the largest innovation powerhouses in the communications industry. With operations in more than 130 countries and the most experienced global services organization in the industry, Alcatel-Lucent is a local partner with a global reach. Alcatel-Lucent achieved revenues of Euro 16.98 billion in 2008 and is incorporated in France, with executive offices located in Paris. For more information, visit <http://www.alcatel-lucent.com>