

iPECS Solutions for Healthcare

Flexible technology for patient care

iPECS
Your Communications Solution



100-300 Ext.



Healthcare



iPECS eMG800



Clinique Ville Verte



About the client

Located in Bouskoura, the Ville Verte clinic offers complete medical expertise in medicine, surgery and obstetrics. They have 136 beds with a intensive/continuous care unit, multipurpose resuscitation, complete imaging tray, hemodialysis unit and a biology laboratory that are all available to patients.

To date, the medical team includes more than 50 specialists who are attracted by the specialized technical platforms installed in the facility, and by the quality of care they can now offer to their patients.

This clinic is the first international implantation by the Elsan Group, which is the second largest private hospital in France with 83 facilities.

www.cvv.ma
www.groupe-elsan.com

Summary

The Ville Verte clinic which is offering total medical care services in Morocco was pursuing a new and innovative communications solution to ensure their patient excellent care and at a cost saving. They needed a high available solution for mission critical communications regardless of time and location.

The Ville Vertie clinic chose the Ericsson-LG Enterprise's iPECS solution as a complete solution to meet their needs. The iPECS eMG800 which has high reliability and stability enabled the clinic to offer its patients better service for a successful customer experience.

Challenge

- Ensure quality of service with 24 hour availability
- Increase collaboration, efficiency, making it quicker and easier for staff to reach patients
- Mobility through different floors
- Quicker answer and smooth call handling
- Improve call management
- Reduce ongoing communications costs

Products

System

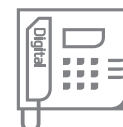
- iPECS eMG800

Terminal

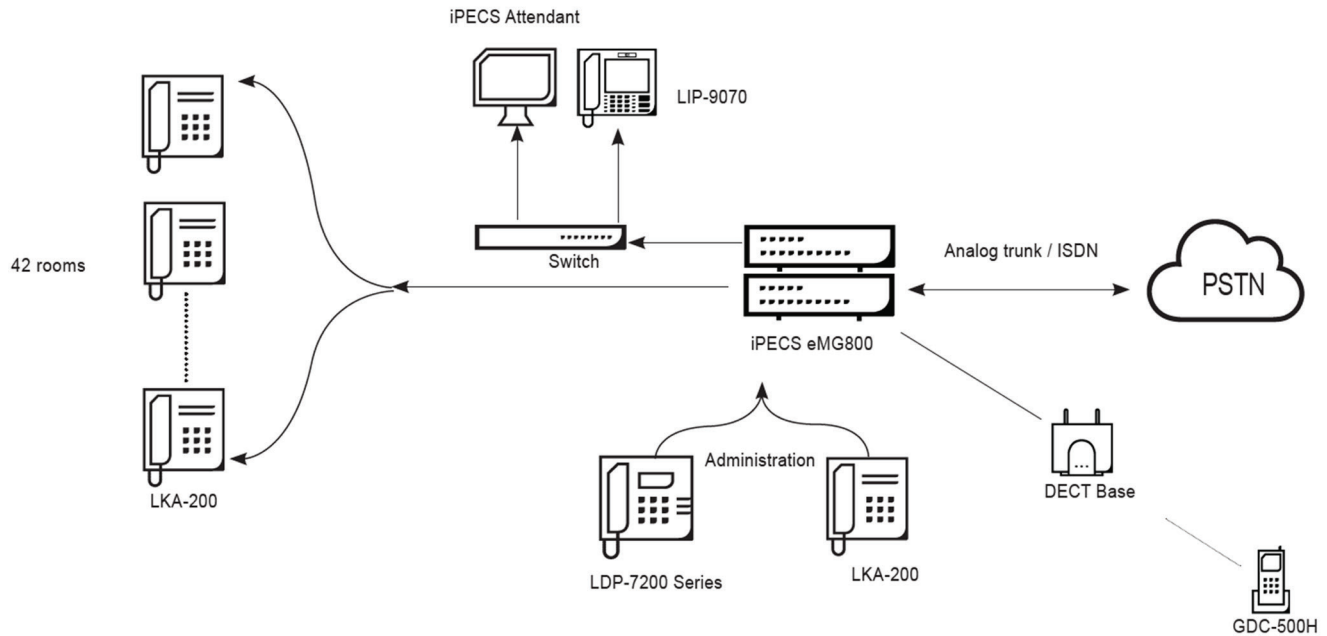
- LDP-7200 Series
- LKA Series
- GDC-500H

Application

- iPECS Attendant Office



Utilizing iPECS Technology for an Optimal Hotel Service



Solution

The iPECS technology of the Ericsson–LG Enterprise’s eMG800 system has emerged as the ideal solution for optimal use of communication services at the Ville Verte clinic.

The deployed iPECS solution is based on :

- An iPECS eMG800 system with 2 cabinets
- A capacity of 46 operator and 132 analog & digital phones
- Voicemail for recording greetings and messages for users
- Creation of different groups (doctors, nurses, reception, consultations, etc) with advanced call forwarding and pick–up rules to allow better management of customer requests by limiting the rate of call loss, utilizing the application iPECS Attendant on a PC
- Easy internal mobility thanks to the implementation of a DECT solution (GDC–500H) within the clinic
- An application for smartphone allowing managers to be reachable anytime, anywhere

Benefits

- The first benefit is a gain in stability and reliability, allowing the clinic staff to focus on its business activity.
- The experience of the user has also been improved by setting up groups of stations and using digital stations with indicator LED’s for line supervision : finished unanswered calls and busy tones.
- Clinic and administrative staff can be reached at any time, saving time for patient care.
- Thus, having an hybrid solution made it possible to realize a significant financial gain by minimizing the number of digital stations deployed reserving the latter to clinic staff and extending the use in analog terminals in the rooms of the clinic and the different medical services.