

Digital transformation in the Mishan

About the client

Mishan, a senior nursing housing chain, was established in 1931 by the General Organization of Jewish Labor in Israel. The company manages 9 nursing houses nationwide, employs 1,400 workers and serves circa 3,000 tenants. Mishan also manages three children's villages intended for children and youth in need.

Elderly residences in Mishan provide a pleasant and supportive environment in which the residents can have full and rich lives in comfort and security.

Summary

To address the need for an innovative and centralized communication system, Mishan engaged a leading communications consultant to manage a comprehensive tender process. After a thorough evaluation of the proposals, Bezeq International was selected as the integrator, implementing the iPECS UCM solution. The choice proved to be highly effective: iPECS provided Mishan with a reliable and forward-looking communication platform that met the demands of a multi-site organization. With seamless call routing, system-sharing, and presence features, employees across locations could collaborate more easily. As a result, Mishan significantly improved workforce productivity and enhanced the level of customer service, reinforcing its reputation for operational excellence.

Challenge

The systems that were in use at Mishan were very old and required expensive maintenance. Alongside this, the current old systems didn't allow the implementation of any use of new and advanced technologies.

Each site had a separate dedicated PBX, but Mishan was interested in implementing a new central unified communication solutions platform that would meet the needs of the organization and the tenants.

Product

Platform

- iPECS UCM

Terminal

- iPECS 1000i

Applications

- Integration with 3rd party wake up App



Over 1K Ext.



Healthcare



iPECS UCM

Mishan



Mishan

Solution

The iPECS UCM solution was introduced to replace fragmented systems with a single, centralized platform. With its scalable design and advanced features, iPECS enabled Mishan to streamline communication and prepare for future growth.

- Two iPECS UCM (S10K) systems installed in ACT-ACT environment to ensure high reliability.
- Multi-site deployments in 9 nursing housing sites and a management site.
- iPECS 1000i series desktop phones were deployed for employees.
- Integration with third-party app used as a wake-up system that calls the tenants and makes sure they are awake, safe and well.

Benefits

By adopting the iPECS UCM platform along with the managed wake-up solution, Mishan realized its goals as outlined in the tender and gained significant operational advantages:

- **Centralized and Uniform Management** – All nursing homes were connected under a single, standardized system, simplifying administration and ensuring consistency across sites.
- **Improved Productivity** – Streamlined communication and automated processes, such as the wake-up solution, allowed staff to focus more on core activities.
- **Seamless Multi-Site Communication** – Advanced call routing, system-sharing, and presence features made collaboration easy across multiple locations.
- **Innovative Operational Solution** – The integrated platform provided a forward-looking solution, supporting future scalability and efficiency improvements.