



## Integrated Messaging Solution for a Mobile Workforce in Healthcare and Hospitality

Powered by IP DECT from NEC and MobiCall from New Voice

### At a Glance

- Very modular and scalable
- Powerful escalation scripting
- Full integration with NEC IP platforms and IP DECT
- Fits into various vertical messaging and alarming scenarios
- Locate staff and patients
- Business Process Integration

As in many industry sectors, the number of IT systems in Hospitality and Healthcare increases every year. Every additional application delivers its own set of information, reports, notifications and alarms.

Specifically for alarms and notifications, the challenge is how to present all this information in the right format at the right time to the right persons. In a hotel this could relate to the replacement of a malfunctioning remote control within an acceptable time, in a hospital this could mean sending the right medical staff to the right location at the push of an emergency button. Many hotels and hospitals still work with paging systems to notify staff, however due to lack of feedback possibilities these systems cannot cope anymore with today's requirements for **real-time feedback, high quality voice calls** and **prioritization of information**.

As a consequence a timely response to patients and hotel guests in critical events will get more difficult every day. Present day requirements call for an integrated messaging solution supporting alarm notification, emergency calls, localization, mobilization and evacuation, thus enhancing staff, guest and patient safety and service levels.

### Alarming & Emergency calls

MobiCall is designed to connect with a wide variety of external applications such as paging systems, nurse call systems, fire alarm systems, building management and workflow systems. With the intelligent management interface of MobiCall, prioritization per interface or alarm can be configured. In the core of the rule-based software engine it is possible to define what, when and how an incoming event should be processed. This can result in notification of a staff member via text messaging, voice messaging or can also lead to sending an e-mail or sms, switch on a sirene, activate a contact and many more. A combination of these is also possible. In combination with NEC IP DECT it is even possible to send urgent or emergency messages with different notification tones. When there is no response from the notified staff, escalation schemes to other staff members can be put in place.

### Mobilisation & Evacuation

In combination with the MobiCall Alarming module it is possible to notify, mobilize or evacuate a single person or a group of persons. MobiCall can alert by means of audible alarms but also by broadcasting evacuation messages to larger groups of employees.

### Employee safety

Ensuring the safety of staff members in a hectic and highly mobile environment is a challenge to many organizations such as in Healthcare, Hospitality and many other environments. Caregivers and other staff can be exposed to risky situations or may require immediate assistance when dealing with patients. The combination of IP DECT wireless communications and MobiCall ensures that when the mobile handset or Messenger SOS button is used, or when the handset provides a man-down indication, a central alert is given including escalation via a variety of media, such as sms, email or by voice conversation. This can be further enhanced with escalation to other staff members using DECT handset messaging.

### Localization

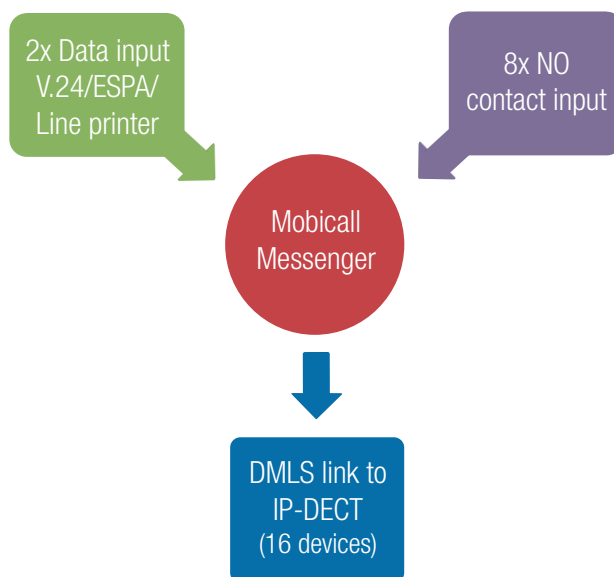
Various staff and patient safety scenarios also require detailed position information of employees and/or patients. MobiCall is capable of localizing DECT handsets based on information via which Access Point the handset is connected to at a specific moment. An even more accurate method is when MobiCall is

combined with an Ekahau RTLS Controller. In this configuration the location is determined based on multiple DECT Access Points. As a result, the Ekahau solution will convert this into a very precise location, to locate staff needing assistance and sending support immediately to the spot.

### MobiCall integrated messaging solution

The MobiCall basic configuration consists of the following modules:

- MobiCall software
- 2x V.24/ESPA/Line printer input
- 8x Normally Open (NO) contact inputs
- 1x connection to DMLS interface



### Optional

- Voice channels
- Extra NO contact inputs
- Relay outputs
- Extra V.24/ESPA/line printer input
- DMLS location detection information
- SMS module
- Web Management tool

**This provides the following functionality:**

- 1 Events initiated via hard contacts and/or ESPA interfaces can result in a message which can be send to a single or group of mobile users.
- 2 The priority of the message can be configured. Even if an IP DECT phone call is in progress, the user will be notified that there is a message. In case of an emergency message, an existing call can even be interrupted so a new outgoing call can be initiated automatically.
- 3 Urgent or emergency messages have different notification tones compared to normal messages. Moreover urgent messages need to be confirmed or rejected on the IP DECT handset.

The priority of the message can be configured. Depending on the IP DECT user response (accept, reject or no response), MobiCall will act according a pre-configured scheme.

*Business Process Integration*

MobiCall can cope with a large number of interfaces that are used by many application providers for Fire Alarm systems, Nurse call systems, Building Management systems etc. Incoming alarm events can come from SMS, E-mail, XML, SNMP, number monitoring (e.g. when “112” is dialed), contacts, serial interfaces, ESPA interfaces, analogue interfaces. Similar interfaces can be used for output. As an example: an e-mail with a pre-defined subject header (bomb) can result in activating an alarm bell to evacuate all personnel.

*Powerful handsets:*

MobiCall in combination with NECs powerful handsets offer tremendous integrated functionality. With a basic MobiCall configuration, staff can be notified via text messages on their NEC IP DECT or VoWLAN devices. Depending on the need this can be expanded to include voice notification – often used in emergency situations. The ability to reach staff members instantly enhances not only staff efficiency but also results in faster response to patients and higher guest satisfaction.

The versatile and attractive range of handsets is ergonomically designed to suit the needs and modes of operation in health-care and hospitality. All sets support text messaging, message broadcast and confirmation, special message ringtones and 3 urgency levels. They are equipped with a special SOS key and in case of an alarm they support forced speaker mode, with call intrusion that cancels other calls when busy.

A special model is the M155 Messenger which provides the combination of a very small messenger/paging device but also offers voice. It is worn as a wrist-watch enabling users to keep both hands free. At the top of the range is the robust industrial handset I755, designed for use in demanding environments and includes man down functionality.

Optionally also GSM phones can be used as messaging device. In this way staff members that work outside the DECT & WiFi coverage area can be part of the messaging community. For this MobiCall makes use of the standard SMS functionality of the GSM provider and provides an Interactive Voice Response to collect the responses of mobile GSM users.

*About New Voice – MobiCall*

New Voice International AG is a system integrator and solution provider operating worldwide in the areas of emergency, security, business process communication, IT and automation. Established in 1991, New Voice today serves more than 2500 satisfied customers across all market segments, cooperating with major telecommunications companies and security vendors. New Voice aims to make communication a cost saving factor while increasing service and security levels.

With MobiCall New Voice offers a unique and innovative multi-application information server for automation and productivity control, ready to be integrated into every strategic business process or business critical communications system.



DECT G955

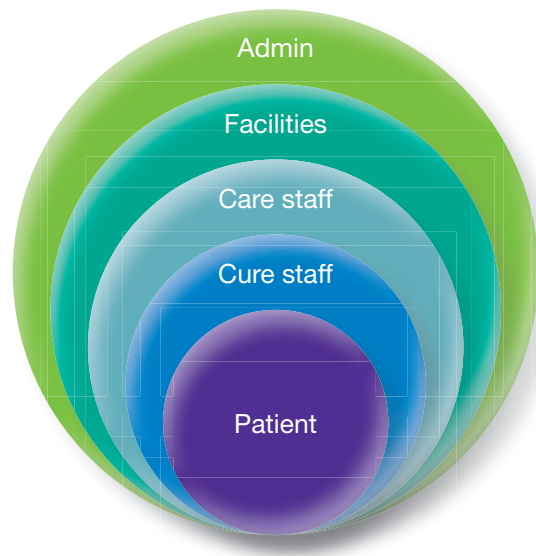
DECT I755

DECT M155

WLAN MH150

### NEC's vision on Healthcare & Hospitality Communications

Based on our vast experience in the Healthcare & Hospitality sectors, we have a clear vision on how to balance the needs and core-focus of any guest-care and patient-care institution with the stringent requirements of today's financial regime. Our cost-effective solutions ensure efficient operations and enable institutions to provide the best possible service and care. Our proven communication solutions are based on innovative technology and are often developed in close collaboration with leading complementary solution providers.



C3 - Communication for Care and Cure

UNIVERGE®360 is NEC's approach to unifying business communications. It places people at the center of communications and delivers on an organization's needs by uniting infrastructure, communications and business.



**About NEC Corporation:** NEC Corporation (NASDAQ: NIPNY) is one of the world's leading providers of Internet, broadband network and enterprise business solutions dedicated to meeting the specialized needs of its diverse and global base of customers. NEC delivers tailored solutions in the key fields of computer, networking and electron devices, by integrating its technical strengths in IT and Networks, and by providing advanced semiconductor solutions through NEC Electronics Corporation. The NEC Group employs more than 150,000 people worldwide. For additional information, please visit the NEC home page at: <http://www.nec.com>

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