

# Rijnstate Hospitals

## Rainbow UCaaS replaces paging system for better communication

"Rainbow can help save lives; this is more than telephony. Through good cooperation with all parties involved, we were able to develop a unique system for Rijnstate Hospitals on the Rainbow platform. We have taken our mission-critical communication to a new level."

Mark van der Velden, CIO / Manager Information and Medical Technology

Rijnstate ranks in the top 10 hospitals in the Netherlands. It has 28 specialties, over 5,200 staff and serves 480,000 people. Rijnstate aims to stay at the forefront of healthcare by constantly improving and innovating.

### CHALLENGES

Communication and accessibility are essential, especially in healthcare. Rijnstate relied on fixed-line phones and traditional pagers. Pagers are reliable but lack advanced features. Staff started using personal mobile phones, which led to various devices and apps for communication.

Rijnstate decided to update its communication tools to increase efficiency and ensure compliance with GDPR. The hospital found that pagers didn't offer enough functions, so staff relied more on their own smartphones. This reduced control over secure internal communication. Given the need for confidentiality in handling medical data, Rijnstate saw a need for a centralized, secure communication system.

In partnership with Buitenhuis Advies, Rijnstate looked for a solution to replace pagers and reduce the number of fixed-line phones. The goal was to improve accessibility without a new phone system and enhance communication within and beyond hospital walls.

### ACTION

Rijnstate collaborated with Buitenhuis Advies (consultancy), Axians (systems integrator), and Alcatel-Lucent Enterprise (supplier) to implement Rainbow™, a hybrid cloud solution. Extensive testing ensured that the system met the hospital's critical needs.

Although staff needed some time to adjust, they quickly saw the advantages. Communication became faster and easier, with staff able to reach each other quickly through a hospital phone book. Many staff appreciated the new system's features, saying they wished it could be implemented "today, instead of tomorrow!" The rollout of Rainbow for 1,500 users began in 2023.

### PRODUCTS AND SOLUTIONS

[Rainbow™ by Alcatel-Lucent Enterprise](#)

### RESULTS

#### Technical benefits

- Location-dependent communication
- Reduced number of physical devices per employee
- Multi-Factor Authentication (MFA) for additional access protection
- Possibility of future functional extensions (e.g., alert, location services, workflow management, bots and AI)

#### Financial benefits

- Significant cost reduction over maintaining multiple devices
- Flexibility to scale up and down monthly

#### User experience benefits

- Replaces classic reachability pagers and gives modern alternative to classic fixed-line telephony
- Access to the local phone book for quick contact
- A well-planned solution with many valuable functions plus growth and development opportunities

**WANT TO TALK WITH SOMEBODY?**  
[CONTACT US](#)

### Customer Story

MARKET: **Healthcare**  
DEAL IMPLEMENTED: **2023**

COUNTRY: **Netherlands**  
NUMBER OF USERS: **1500+**

COMPANY: **Rijnstate Hospitals**