# Triaplus AG

## Open communications platform for modern telephony, efficient processes and increased employee safety.

> "We are very satisfied with the new solution. With the open platform and the modern applications that fully meet our requirements, we are well positioned for the future."
>
> Christian Kieliger, Head of Construction, Technology and Safety, Triaplus AG

Triaplus AG provides primary psychiatric care for adults, children and adolescents in the Swiss cantons of Uri, Schwyz and Zug. It offers coordinated outpatient, day-care and inpatient treatment at a total of seven locations to approximately 316,000 people across the cantons.

## CHALLENGES

Triaplus AG's existing communications and alarm systems had reached their end of life, and a renewal of the technical infrastructure was necessary. A modern, open platform was required that could support current and future telecommunications applications and the DECT standard for mobile communications, as well as offer the option of using the IP network for optimised utilisation. The integration of existing peripheral systems and the provision of unified communications (UC) functionality were also important criteria. The paging system needed to be replaced by a bidirectional alert solution with voice and text communication and precise location for triggered emergency calls.

## ACTION

UMB, a Swiss Alcatel-Lucent Enterprise Business Partner, implemented a modern telecommunications platform based on the Alcatel-Lucent OmniPCX® Enterprise Communication Server. The unified communications functions are provided by the Rainbow™ by Alcatel-Lucent Enterprise cloud service. MobiCall from New Voice is used for alerting. The market-proven, high-performance platform provides room-precise positioning of emergency calls using BLE beacons and real-time alarm monitoring.

The communications platform was implemented in autumn 2021. In order to minimise the project risk and to refine and extensively test the positioning feature, the personal alarm was not put into operation until 2022. Since then, the system has continued to grow in line with organisational development. The expansion of the personal protection alarm to the external sites is in progress.

## PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX Enterprise Communication Server
Rainbow by Alcatel-Lucent Enterprise
MobiCall von New Voice

## RESULTS

**Technical Benefits**

- Homogeneous communications platform across all sites
- Integrated solution for telephony, unified communications and alerting
- Mobile DECT communications using the
- IP network
- Open systems for easy integration of new applications

**Financial Benefits**

- Future-proof system with high investment protection through seamless scaling and expansion
- "Evergreen" service plan offers high flexibility with monthly licence adjustments

**User Experience Benefits**

- Location-independent telephony from any terminal
- Convenience features such as directory, one-number, presence information
- High security through emergency calls with precise positioning and real-time monitoring

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## Customer Story

**MARKET:** HEALTHCARE

**DEAL IMPLEMENTED:** 2021/2022

**COUNTRY:** SWITZERLAND

**NUMBER OF USERS:** 550

**COMPANY:**

TRIAPLUS AG