CSM

Westminster Communities of Florida
Come for the Lifestyle … Stay for a Lifetime™

Challenge:

Westminster Communities has over 20 locations in Florida that provide an excellent living environment for over 5,000 residents. However, their telecom infrastructure was aging and could not deliver the required or envisioned technology enhancements.

Solution:

WCF decided to investigate investing in a new IP Telephony solution platform to meet its needs. It chose CSM and Siemens which provided all the locations throughout the State with a network ready HiPath system and the Vuesion SE platform.

Benefits:

- WCF now has state of the art, reliable PBXs that use existing infrastructure but has VoIP networking ability.
- The communities now have real time, complete status of their residents telephone activity via the Vuesion SE.
- A voice over wireless LAN solution can be easily deployed at any location providing complete, secure coverage throughout the entire campus.

ONE OF FLORIDA'S LEADING ACTIVE-LIVING COMMUNITY PROVIDERS

relies on CSM and Siemens to provide the very best voice technology for their facilities statewide

In the early 1950's, leaders of the Presbyterian Church in Florida envisioned faith-based, not-for-profit, active-living communities throughout the state. They established Westminster Communities of Florida (WCF) to help fulfill the church's ministry to older adults. Today, Westminster Communities of Florida has grown from its first community in Bradenton to some 20 communities statewide where more than 5,000 people have chosen to live.

They serve individuals of all faiths who are in search of an active-living community in Florida that includes an enlightened, fully integrated, person-centered approach to healthcare.

"We had acquired many different properties over the years and our infrastructure was aging rapidly. We needed to fully assess our needs with an objective VAR and have them help us design a comprehensive solution," said Jon Kroll, Director of Construction for WCF. "They helped us to determine that a converged platform was the way to go because of our present and future needs."

Proposals were solicited and WCF looked at solutions from Avaya, Nortel, NEC, Inter-Tel and Siemens. Priority was placed on the vendor's operational capabilities, service coverage, feature set and financial feasibility. David Lewis and several of the Executive Directors of the larger communities made up the selection team. "We were impressed with CSM's process and proposal." said Mr. Lewis, "Unlike the other vendors who represented only a single manufacturer each, CSM designed a 'best of breed' solution that worked with our existing infrastructure with service coverage over the entire state." A unanimous decision was made by the selection team to choose the Siemens platform for the organization's telecommunications needs and the implementation process began with solution deployments at the three largest communities in 2003.

ACTIVE LIVING COMMUNICATIONS BY CSM

At the average sized community, CSM provided WCF with a Siemens HiPath 3800 equipped with PRI and an HG1500 IP gateway blade. WCF was provided with one server for the Vuesion SE integrated messaging voice mail and Attendant Console Suite, 1 Gbps wireless PTP system, VoWLAN and a Manager E interface which simplifies the programming of the system and makes moves, adds and changes simple. The average community is also using more than 50 Siemens OptiPoint 500 series telephone sets as well as hundreds of analog station ports for residents.

"Many of our communities are a campus environment. The Siemens Vuesion SE has allowed us to offer our residents additional piece of mind by having a real time presence display of their extension and immediate notification of emergency calls from any phone on the campus network."

- John Kroll
**Director of Construction**
Westminster Communities
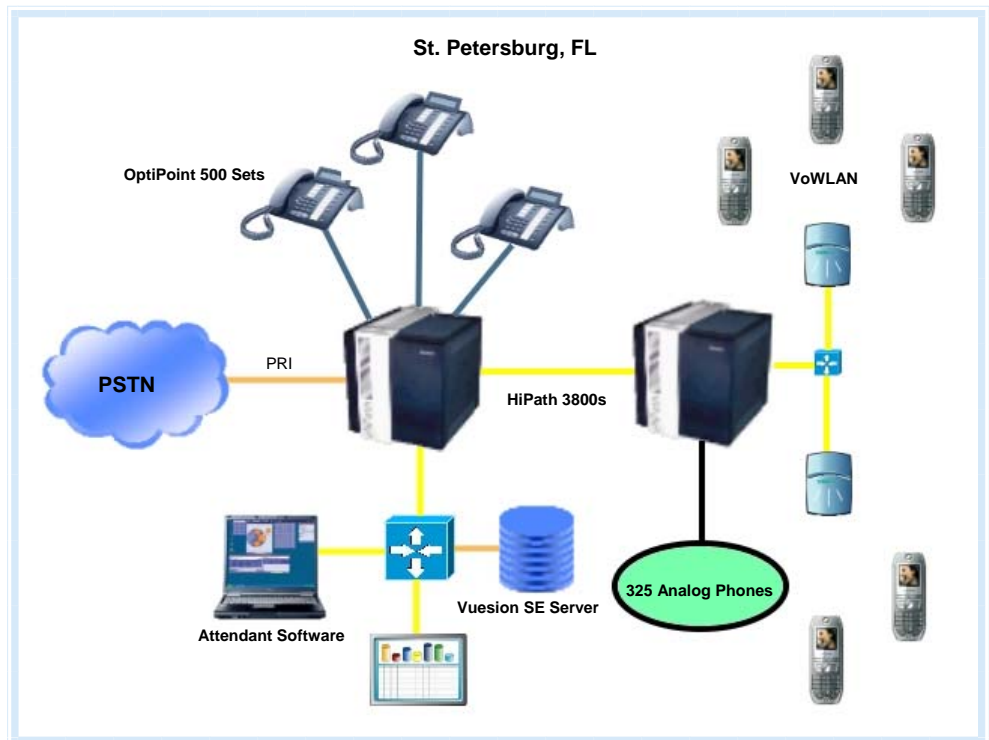
COMING FOR THE LIFESTYLE

WCF was looking to deploy advanced technology to provide their residents with the very best in telecommunications but fiscal considerations were a concern. The Siemens HiPath 3800 provided many enhancements that WCF thought would be too expensive.

Vuesion SE
The Vuesion SE server provides WCF with the ability to monitor the status of all the telephones on the community campus on one PC screen. It notifies the attendant on duty of any emergency call (911, police or fire department, etc.) with an audible alert and a pop-up screen with the details in real time. The call can also be recorded. In the event that a resident does not hang up the phone or goes off hook without dialing for a prolonged period of time, an emergency notification is sent.
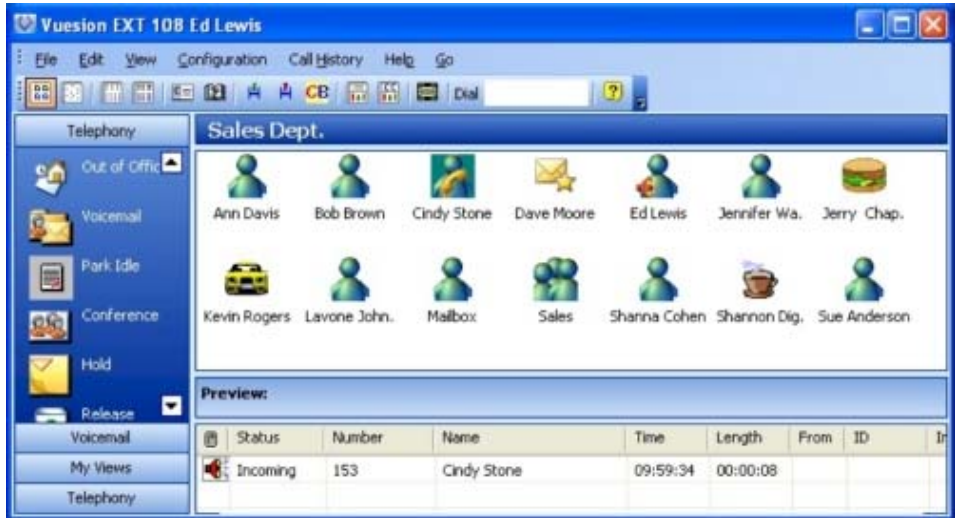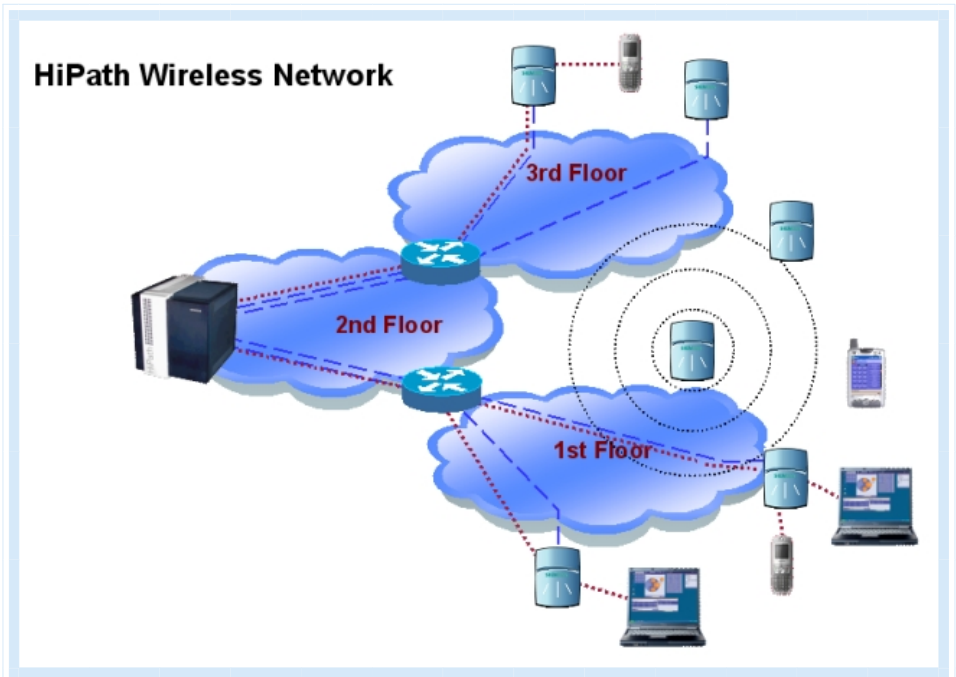
The Vuesion SE also provides voice mail and automated attendant. Employees can have unified messaging so voice mail shows up in their e-mail inbox. The Vuesion SE also allows them to control the way their phones work, and features like Follow Me Find Me allow them to have calls track them down wherever they are - at their desk, on their cell phone, or at home if they choose.

HiPath Wireless

"The Siemens HiPath also provides a wireless voice over IP that would allow our medical staff to move freely throughout the campus with complete coverage." said Kroll. "This ability is increasingly crucial as we expand our offerings and to stay ahead of the many government and medical industry requirements." The HiPath wireless solution not only provides voice over IP but a secure 802.11b/g/n WLAN solution that residents and staff can use for internet and LAN access if desired.

"Programming the Siemens system is quick and easy compared to our old PBX. We can do many moves, adds and changes by ourselves and save valuable time and money doing it."

- Norm Pfzalgraf
Facilities Director
WCF Suncoast Manor

Siemens phone systems are easy to use, simple to manage, flexible, and reliable. The friendly, graphical interface of Vuesion Attendant Console provides easy access to sophisticated features, including on-the-fly conferencing and presence management.

STAYING FOR A LIFETIME

Westminster Communities of Florida has been pleased with its decision to select CSM as their full spectrum IP telephony VAR. "The initial worry was that we would not be able to find a vendor that could successfully design, install and support a statewide network with a single point of administration and contact. We knew that the local telephone companies wouldn't and the other vendors didn't offer a true full spectrum of products and services." said David Lewis, "At first, CSM seemed too good to be true but over the years they have proven to be a reliable very competent business partner. We certainly look forward to growing with them over the life of the Siemens HiPath network."

Westminster Community Locations