



# Success Summary

## Healthcare Sector



### FLORIDA CHRISTIAN HOMES PICKS CSM AS THEIR TELECOM PARTNER to deploy a Siemens solution to provide the very best voice technology for their new Bradenton facility

#### Challenge:

As a not-for-profit, faith-based organization, Florida Christian Homes was looking for a cost effective way to deploy state of the art telecommunications technology at their newest location in an affordable fashion.

Florida Christian Homes is a not-for-profit, faith-based organization dedicated to providing affordable, quality retirement housing to Florida seniors of all faiths. They serve individuals who are in search of an active-living community in Florida that includes an enlightened, fully integrated, person-centered approach to healthcare.

#### Solution:

FCH decided to investigate investing in a new IP Telephony solution platform to meet its needs. It chose CSM and Siemens which provided all the pieces of the solution at the new Bradenton location with a HiPath 3800 converged PBX system and the Vuesion SE platform.

“We were in the process of developing two new properties and we needed to fully assess our needs with an objective VAR and have them help us design a comprehensive solution,” said David Wildgen, Executive Director of FCH. “It helped us to determine that a converged platform was the way to go because of our present and future needs.”

#### Benefits:

- FCH now has a state of the art, reliable converged PBX that uses a infrastructure but has VoIP networking ability.
- The communities now have real time, complete status of their residents telephone activity and emergency calls in progress via the Vuesion SE.
- A voice over wireless LAN solution with imbedded WiFi can be easily deployed at any location providing complete, secure coverage throughout the entire campus.

Proposals were solicited from the only two full spectrum telephony VARs in the area CSM and Verizon. Verizon presented the Nortel BCM telephone system while CSM proposed a Siemens solution with a Vuesion SE platform. Priority was placed on the vendor’s operational capabilities, service coverage, feature set and financial feasibility. After careful evaluation, the decision was made to choose the Siemens platform.

### SENIOR LIVING COMMUNICATIONS BY CSM

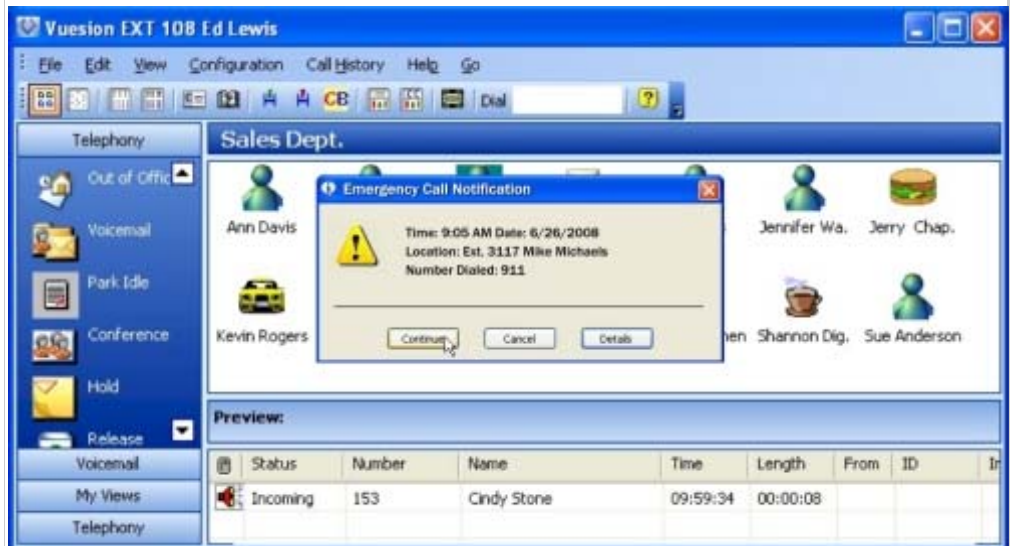
CSM provided FCH with a Siemens HiPath 3800 equipped with a PRI and an LAN interface module. FCH was provided with a server for the Vuesion SE integrated messaging voice mail and Attendant Console Suite, a TriVium Call Accounting Systems for resident usage billing and a Manager E interface which simplifies the programming of the system and makes moves, adds and changes simple. The community is also using Siemens OptiPoint 500 series telephone sets for staff as well as hundreds of analog station ports for residents.

### AN ENLIGHTENED TECHNOLOGY LIFESTYLE

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

#### Vuesion SE

The Vuesion SE server provides FCH 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. The system 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.