2N TELECOMMUNICATIONS

South Devon Healthcare NHS Foundation Trust

SUCCESS STORY

Customer experience:

„From an IT and administration view, the 2N solution gave us a centralised communication system that made use of the existing infrastructure. The expansion unit has given us a great deal of flexibility, enabling every department to have at least one button. Additionally we were able to integrate it with our speech recognition enabled telephony solution, which means visitors can use the 2N solution to ask for anyone in the building and subsequently speak directly to them. In a building accommodating over 500 people, this has given us increased flexibility and security.“

Keith Tudge,
Deputy Server Manager,
South Devon Health Informatics Service

ITM Components

www.2n.cz

About our customer

South Devon Healthcare NHS Foundation Trust has been widely recognised for its strong performance, innovation in healthcare and its integrated approach to working with local partners. And 2014/2015 is set to see a major change in the way health and social care is provided to local communities. South Devon Healthcare and Torbay and Southern Devon Health and Care NHS Trust (TSDHCT), which provides community health and social care, intend to join together to create a single Integrated Care Organisation. The two Trusts have a long and successful history of working together in partnership as part of the wider health and social care community and they already share several administrative departments and many clinical teams work closely together.

What was the main idea of replacing existing Intercom system?

Regent House is one of the main administrative and technology buildings in South Devon Healthcare NHS Foundation Trust, accommodating the Trust's Finance, Audit, Procurement, Payroll and IT Teams as well as Occupational Therapy. Previously the building had 3 separate basic hardwired analogue door entry systems that only served a few departments. Despite receiving a large percentage of visitors, the IT teams had no system in place and consequently visitors would press any of the available buttons to gain access, disrupting the other departments and frequently leaving visitors wandering around in the lobby areas whilst the relevant people were contacted.

Having invested heavily in an IP Telephony Infrastructure since 2008, the Trust were keen to source a Door Entry solution that would integrate with the IP Phones, be supported by Cisco Call Manager and use the existing infrastructure.

Solution benefits:

- Integration with speech recognition telephony solution
- Use of existing infrastructure
- Instalation of working demo unit within 1 hour
- Centralised communication system
- Increased flexibility and security
- Use video-enable telephones to see callers at the door

Why did the customer choose 2N® Helios IP family intercoms?

Having reviewed several IP solutions and some disappointing demonstrations that failed to work with our system, we were made aware of 2N via the Cisco Marketplace solutions centre and swiftly arranged a demonstration through ITM Components. Impressively, the system was integrated and working with our IP Phone system within an hour and demonstrated to representatives from various departments within Regent House who were all impressed at the flexibility and ease of use of the system.

The system was implemented by the Trust's Server Team in conjunction with our support company for the Maglock door entry system we have in place. With 2 entrances on opposite sides of the building and the requirement for mobility impaired entry, we have implemented 3 units, both with extension units and supporting video.
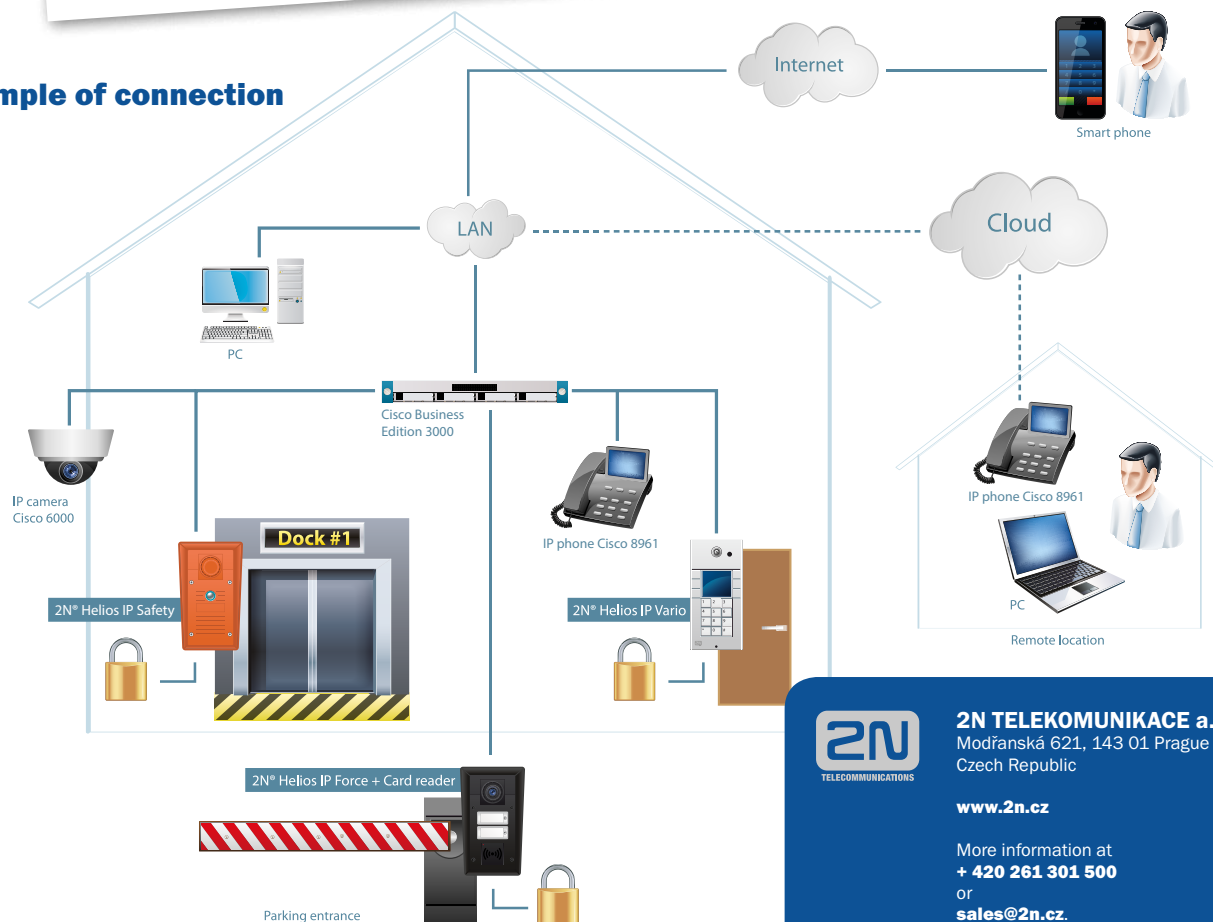
Product description

The 2N® Helios IP Vario is a door intercom that perfectly combines the most advanced technology with a unique design. It is a variable communication system supporting both voice and video transmission. And all that in an IP environment using the SIP protocol.

Impress your visitors, right at your entrance. The 2N® Helios IP Vario intercom offers many combinations and you can choose precisely what you need.

Example of connection

Internet

Smart phone

LAN

Cloud

PC

Cisco Business Edition 3000

IP camera Cisco 6000

Dock #1

2N® Helios IP Safety

IP phone Cisco 8961

2N® Helios IP Vario

IP phone Cisco 8961

PC

Remote location

2N® Helios IP Force + Card reader

Parking entrance