

Devon Partnership NHS Trust



A streamlined VoIP telephone system create an immediate cost savings for the Devon Partnership NHS Trust

Location: Devon | Number of users: 600+

The project

Devon Partnership NHS Trust provides high-quality specialist mental health, learning disability and neurodiversity services for the people of Devon, the wider South West region and nationally.

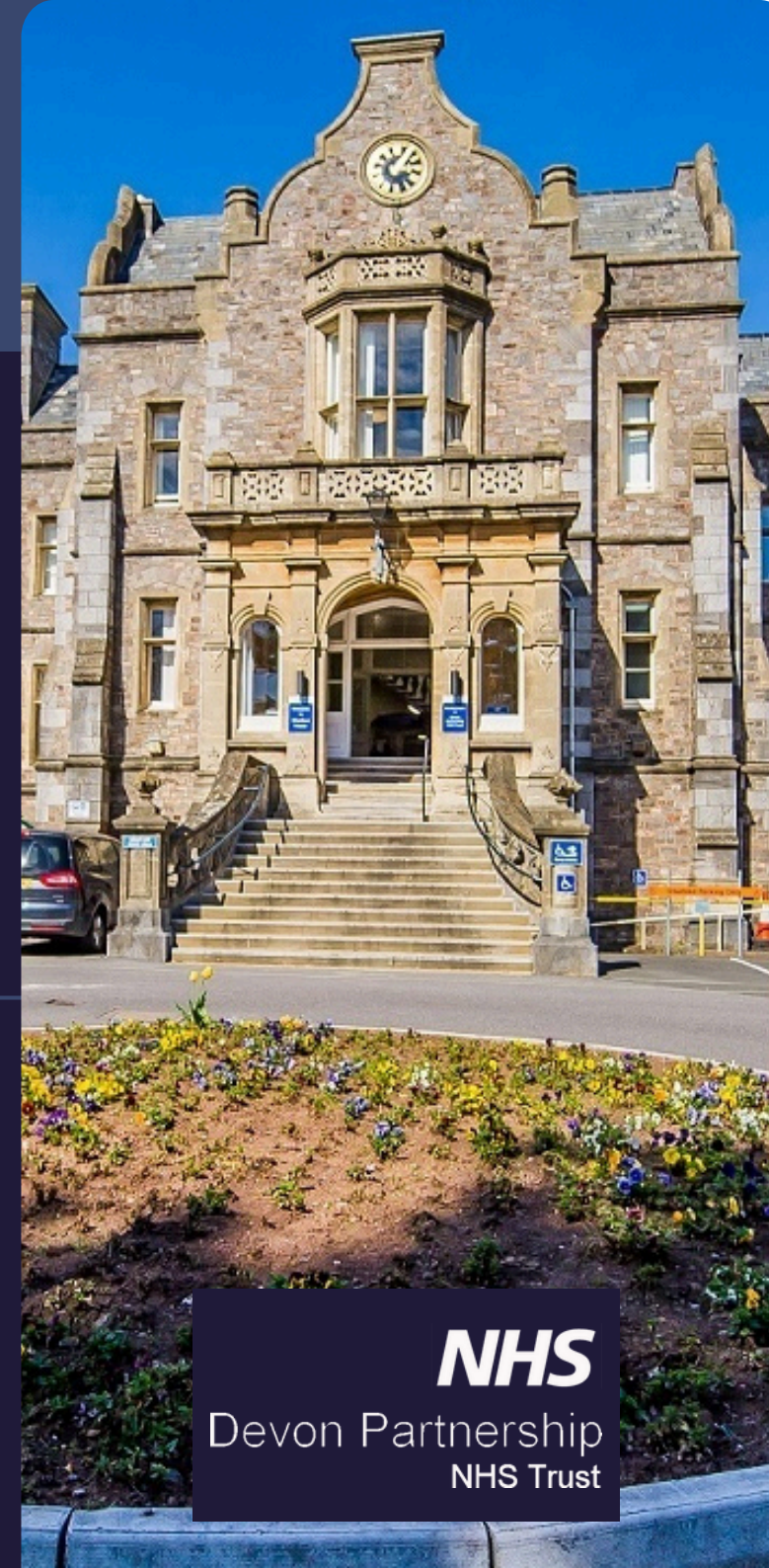
The Trust had a mix of dated telephone systems serving its sites, a prime example being Centrex, which was proving to be very expensive. Because of this, the Trust was eager to eliminate the mix of telephone systems and adopt a unified service that would be more cost-effective and efficient for its users.

We had already provided a solution to the former Devon Primary Care Trust, which used to work closely with Devon Partnership Trust. And so, we were invited to suggest an upgraded, consolidated solution for the Wonford House Hospital site.

The solution

We deployed an Alcatel-Lucent OmniPCX Enterprise telephony solution for the Trust'sl as a trial to replace the existing Centrex system before starting a rollout programme to replace the Trust's aged equipment throughout the organisation. Our expert engineers evaluated the existing data infrastructure, ensuring it could be configured correctly and enable quality of service.

The cost of installing new cabling was cancelled out by using the data network for telephony purposes, with all internal calls being free. These VoIP handsets replaced the existing antiquated handsets to give the Trust's staff modern, highly functional and easy-to-use devices, which would also provide services including voicemail, call recording and dial-by-name options.



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We achieved in-house system management through the provision of the Alcatel-Lucent OmniVista 4670 Network Management System. This enabled the Trust's IT staff to activate any changes that needed to be made on the system themselves.

An IP network permits handsets to be simply unplugged from one port and plugged in elsewhere, simplifying extension moves and changes. Even better, the platform's open architecture enables the Trust's IT managers and administrators to effectively monitor and maintain the network to lower the total cost of ownership and to facilitate the removal of a costly Centrex service.

The result

The solution has been rolled out to other departments and remote workers, reaching up to 600 users at the last count, but it is easily capable of accommodating more than 5,000 users.

The Trust realised immediate savings in eliminating the costs of the Centrex system and could use these savings to invest in further equipment to roll out to the rest of the hospital. Coupled with the centralised management platform and the savings that have been made by bringing many engineering tasks in-house to its IT department, the Trust now owns a cost-effective solution that they can develop and grow as required.

Since the installation, the Trust has commissioned us to undertake an audit of their entire telephony estate and to highlight any problems. The result of this audit led to the installation of a second Alcatel-Lucent OmniPCX Enterprise at the Langdon Hospital in Dawlish, with a further 30 smaller sites having a tech-refresh.

“They have enabled us to streamline our telephony system at Wonford House Hospital and quickly achieve the cost savings we wanted. Their advice and support throughout the project has helped us deliver a single, modern system at our Wonford House Hospital site, with the knowledge that we can build on this in the future to provide a single integrated system for the Trust's numerous sites across Devon.”

Ron Powell, Technical Projects Manager



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