

DAMOVO

Less stress - better care



## Change Driver

The CIO of a Belgian university hospital was faced with the challenge of adapting the communications infrastructure of the hospital to meet the high medical standards.

Both the contact centre and the medical staff were equipped with outdated technology and urgently needed comprehensive modernisation, because fast, reliable and clear communication is essential for doctors, nurses, and the patients.



The logo for Damovo, featuring the word 'DAMOVO' in a stylized, white, sans-serif font. The letters are spaced out, and the 'A' is a triangle. The logo is positioned in the top left corner of the image, which is a top-down view of a medical desk with various items like a syringe, a water bottle, a clipboard, and a smartphone.

## Damovo Approach

Damovo analyzed the requirements of the hospital and then designed and implemented a solution around the Mitel MiVoice MX-One UC platform.

The employees are now equipped with new VoIP telephones or softphones. Existing old analog devices from the patient rooms were integrated into the new system via media gateways.

Over 1,500 voice over Wi-Fi Ascom mobile phones have been integrated into the ASCOM alarm platform, enabling important life-saving alerts from the entire hospital to be sent immediately to the right staff.

MiContact Center Enterprise was also implemented to manage patient appointments and support multiple contact centres. Doctors, nurses and support staff now all have portable phones connected to a resilient Wi-Fi network. This significantly increases their accessibility and guarantees a high quality of care around the clock.



## Customer Value

DAMOVO

### How the patient benefits

Call waiting times for patients have been significantly reduced.

Incoming calls are now immediately forwarded to the right department.

Unnecessary frustration is avoided and questions are answered immediately by the right people with the right specialty from the right department.

Better communication between medical staff results in enhanced patient care.

### How the hospital benefits

The new infrastructure has led to a general improvement in internal and external communication.

Significantly higher satisfaction of both employees and patients.

The sustainable infrastructure is designed to support future projects.