

## St. Joseph's Lifecare Centre, Brantford, Ontario



- The largest Long-Term Care Home in Brantford & Brant County – 5 Floors, 244 beds
- One of only two not-for-profit homes in the area
- Onsite Medical advisor, Attending physicians, Specialists and Allied Healthcare professionals
- Have attached Old and new Stedman Community Hospice

### NCS equipment on site:

- Maxivox 2-nd generation NCS, 8 Master Stations (one per wing) + RS485 pipe
- Spectralink wireless phones and paging adaptors
- Nortel analog PBX 4x48 boxes
- Bell land lines (147 tenants, 122 staff and management)
- Connexall 7 application to manage NCS and paging
- Bed Cords, Dome Lights, Pull cords and some in common area

### Scope and Solution Requirements:

- To replace old legacy Nortel PBX, desk phones, reduce monthly cost and repairs
- To port out tenants' lines and create a recurring revenue
- To replace obsolete Spectralinks with the mobile up to date technology
- To integrate Maxivox with the Phone System, create Nurse shift hunt groups, Management, doctor offices and tenant layer, for making multi point internal or external calls
- To remove complicated Connexall, and have no subscription, no renewal or license fees
- To reduce expensive maintenance cost to minimum
- To expand existing network and interconnect all buildings together
- To have one point of control, remote access and management portal (local and remote)
- To have full evidence, recording and Datta analytic tools
- Ability to generate reports per Room, Group of Rooms, Wing, Department or Floor
- Ability to escalate Alarms conform Government requirements (minimum 3 levels)
- To have flexible, scalable system using open standards, and any time expandable.
- Multi location support and one centralized point of access

### **Equipment provided by Controlledcare (a Vantact Company):**

- High Availability redundant 2xPBX all in one solution
- Event Management Server with extra storage and backup data for 1 year minimum
- Signaling Converter (through RS485 to Digital)
- Network equipment (PoE switches, Access Points, Ubiquiti Router with fail over)
- Desk phones Cisco and expansion cards
- Ascom wireless mobile phones, hospital grade with the messaging screen
- ATA gateways for the tenant layer 4x48ports
- Mini PRTG monitoring appliance for supervision services

### **Solution and integrations provided:**

- Replaced old Nortel with the multi tenant, not limited in features and license free Phone Server
- Integrated all tenants lines to the new Phone System and created monthly revenue option
- Integrated Maxivox NCS with the Phone server, Ascom mobile phones and escalation rules
- Replaced user limited Connexall with the latest technology EMS with no extra fees
- Reduced service maintenance cost and eliminated hidden fees
- Interconnected all locations in one manageable segment
- Fully automated reports based on schedule and multi point delivery
- Remote access to the management portal
- Analytic options activated to measure staff activity and improve patient care
- Enhanced signaling and alert notifications delivery, created hunt groups and Alarm escalation
- Created additional layers for doctor offices, conference rooms and attendant consoles

### **Benefits:**

- Saving money on expensive Bell services and started to generate a revenue
- Dramatic saving on maintenance contracts and technicians on site visits
- No hidden cost and expensive renewal fees from Connexall and Spectralink
- Better staff management and enhanced patient care
- Interconnecting together multi tenant phone system, cell phone integration
- Remote access to management portal, analytic and reporting tools
- Full evidence and proof of activity for at least one year
- Reliable Alarms delivery over mobile phones, well done messages and visual alerts
- Network from all three buildings in one segment and zone leveling control
- Using open standards, no vendor dependency and license fees

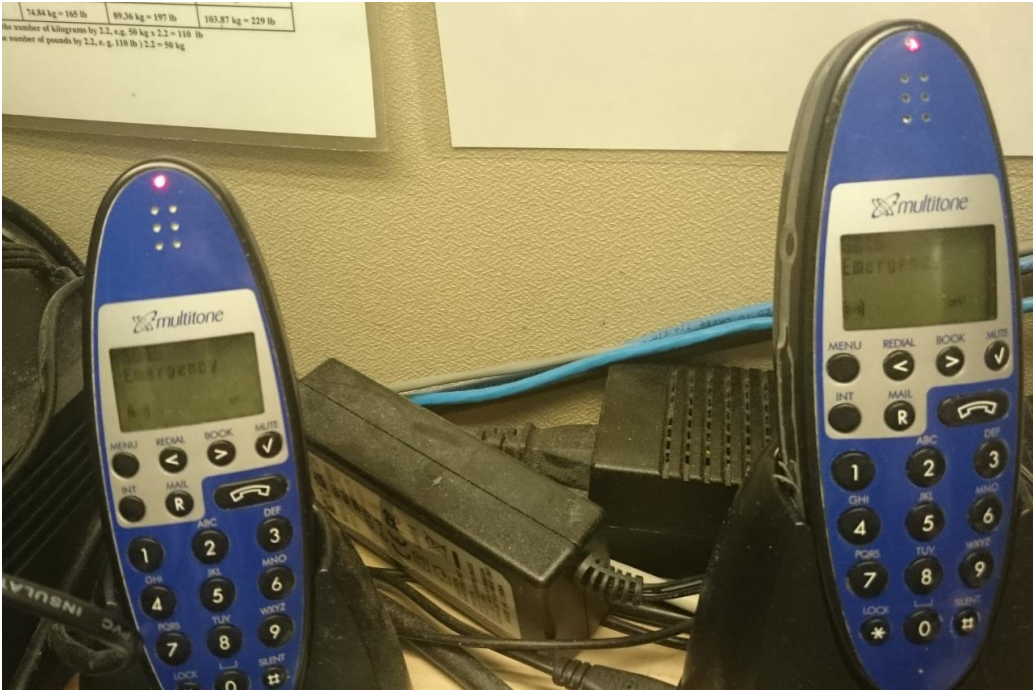
### **Upgrade process**

- No shut-down time, facility operations are not affected
- During upgrade was reorganized network structure and separated guest access
- Fully compatible open standards to avoid future incompatibility

Existing on site NCS System



Old legacy Spectralink phones used only for call display, short battery life time



Obsolete "heavy duty" continuously failing Nortel Phone System



**NEW:** Two in one PBX, Event Management Server and Monitoring all in High Availability mode



Cisco Managed Network, interconnecting all buildings to one central management point



PoE switches per floor, one for each segment, Poe for phones and LR for Access Points



Cisco HD desk phones and side cards



Ascorm Wireless Mobile Phones (hospital grade level)



# Alarms and Events Management Portal

SJLC Floor Plan Monitor: All Departments

08/30/2019 09:09:12 powered by

Call History (20)



2ND LEVEL

ORIOLE

ROOM S233

Activated: 08/30/2019 08:56:33 AM

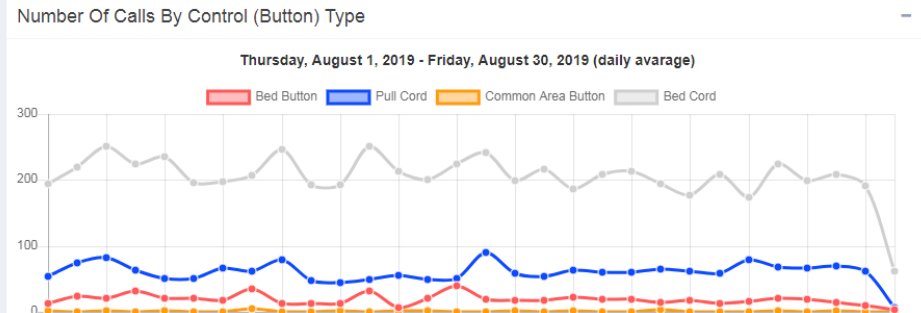
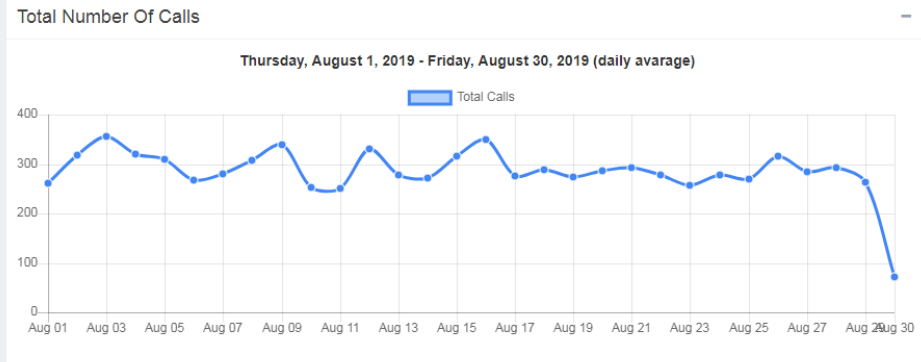


00h:12m:38s ago

- BED CORD - CHESTNUT LEVEL 2 ROOM N226  
Activated: 08/30/2019 08:48:51 AM  
 Canceled: 08/30/2019 08:48:58 AM  
 Response: 00h:00m:07s  
 00h:20m:14s ago
- BED CORD - CHESTNUT LEVEL 2 ROOM N220  
Activated: 08/30/2019 07:54:44 AM  
 Canceled: 08/30/2019 08:38:18 AM  
 Response: 00h:43m:34s  
 00h:30m:53s ago
- PULL CORD - CHESTNUT LEVEL 2 ROOM N216  
Activated: 08/30/2019 08:22:50 AM  
 Canceled: 08/30/2019 08:35:50 AM  
 Response: 00h:13m:00s  
 00h:33m:22s ago
- PULL CORD - PINETRAIL LEVEL 3 ROOM N328  
Activated: 08/30/2019 08:26:03 AM  
 Canceled: 08/30/2019 08:33:40 AM  
 Response: 00h:07m:37s  
 00h:35m:32s ago
- BED CORD - CANARY LEVEL 3 ROOM S335  
Activated: 08/30/2019 08:29:22 AM  
 Canceled: 08/30/2019 08:29:41 AM  
 Response: 00h:00m:19s  
 00h:39m:30s ago

- Dashboard
- Live Panel
- Device Record Test
- Analytics
- Analytics Template
- Beacon Log
- Recurring Report
- Application Config
- Admin Config
- User / Role Admin

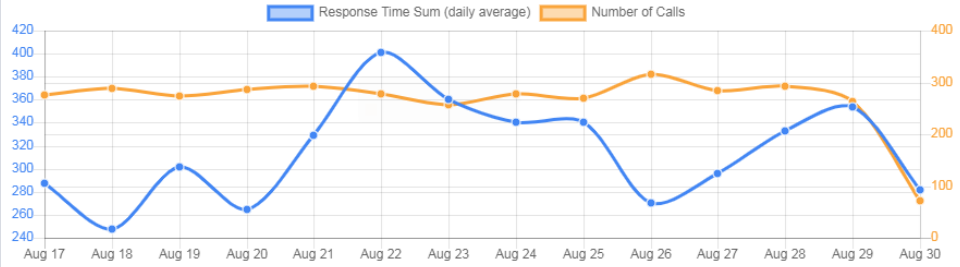
	<b>CURRENT ALARMS</b> 1		<b>NUMBER OF CALLS</b> 8455		<b>AVERAGE RESPONSE...</b> 00h:05m:22s		<b>TOTAL PATIENTS</b> 0
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**CONTROLLED CARE**

- Dashboard
- Live Panel
- Device Record Test
- Analytics
- Response
- Response Summary
- Activity
- CDR Calls
- Nurse Calls
- Analytics Template
- Beacon Log
- Recurring Report
- Application Config
- Admin Config
- User / Role Admin



Control Button	Floor #	Department	Room #	Bed #	Total Calls	Response Time
Pull Cord	3	PINETRAIL	n338		1	00h:46m:11s
Bed Cord	0	MAGNOLIA	n032		1	00h:23m:40s
Bed Cord	3	CANARY	s318		6	00h:22m:52s
Bed Cord	2	ORIOLE	s211		1	00h:18m:57s
Bed Cord	0	MAGNOLIA	n031		19	00h:14m:21s
Bed Cord	0	HUMMINGBIRD	s002		2	00h:13m:06s
Bed Cord	0	MAGNOLIA	n027		23	00h:12m:08s
Pull Cord	0	MAGNOLIA	n028		36	00h:12m:00s
Bed Cord	3	CANARY	s325		11	00h:11m:58s
Bed Cord	2	CHESTNUT	n208		7	00h:11m:53s
Bed Cord	2	ORIOLE	s202		19	00h:11m:29s
Bed Button	1	LILAC	n108		1	00h:11m:26s
Bed Cord	3	PINETRAIL	n303		3	00h:11m:01s
Bed Cord	0	HUMMINGBIRD	s022		3	00h:10m:58s
Bed Cord	2	ORIOLE	s230		20	00h:10m:57s
Bed Button	3	PINETRAIL	n332		3	00h:10m:42s

**Probe Device**

- Core Health: 100%
- Probe Health: 100%
- System Health: 100%
- Disk Free: 72%

**SJLC**

- Edge Uptime: 128 d
- (002) Interne...: 127 kbit/s
- (004) Local Tr...: 213 kbit/s
- CPU Usage: 10%
- Memory: 40%
- HTTP: 24.352 msec
- Radmin: 25 msec

# Phone Server CDR, Recordings, management and multi tenant access

## Registrations

Extension	Contact	Device	MAC	Duration
<a href="#">02040</a>	udp:172.16.3.10:5060	Cisco/SPA509G-7.5.2		<a href="#">13.5 Days (291 s)</a>
<a href="#">01040</a>	udp:172.16.3.7:5061	Cisco/SPA509G-7.5.2		<a href="#">13.5 Days (165 s)</a>
<a href="#">6006</a>	udp:172.16.4.44:5060	Teleport-Video TIP203		<a href="#">13.5 Days (242 s)</a>
<a href="#">32040</a>	udp:172.16.3.60:5061	Cisco/SPA509G-7.5.2		<a href="#">13.5 Days (214 s)</a>
<a href="#">31040</a>	udp:172.16.3.101:5061	Cisco/SPA509G-7.5.2		<a href="#">13.5 Days (306 s)</a>
<a href="#">21040</a>	udp:172.16.3.43:5061	Cisco/SPA509G-7.5.2		<a href="#">13.5 Days (125 s)</a>
<a href="#">12040</a>	udp:172.16.3.13:5061	Cisco/SPA509G-7.5.2		<a href="#">13.5 Days (312 s)</a>
<a href="#">11040</a>	udp:172.16.3.11:5061	Cisco/SPA509G-7.5.2		<a href="#">12.2 Days (370 s)</a>
<a href="#">7779</a>	udp:172.16.0.1:18504	Cisco/SPA504G-7.5.2		<a href="#">11 Days (28 s)</a>
<a href="#">1201</a>	tcp:172.16.10.157:2090	(Ascom i62/Ascom i62 5.4.2 (2015-05-05) release)		<a href="#">2.5 Days (54 s)</a>
<a href="#">0202</a>	tcp:172.16.10.126:2084	(Ascom i62/Ascom i62 6.1.0 (2018-05-03) release)		<a href="#">1.9 Days (36 s)</a>
<a href="#">0203</a>	tcp:172.16.3.187:2078	(Ascom i62/Ascom i62 5.4.2 (2015-05-05) release)		<a href="#">1.9 Days (64 s)</a>
<a href="#">3203</a>	tcp:172.16.10.121:2049	(Ascom i62/Ascom i62 5.4.2 (2015-05-05) release)		<a href="#">1.8 Days (61 s)</a>
<a href="#">3101</a>	tcp:172.16.3.196:2056	(Ascom i62/Ascom i62 5.4.2 (2015-05-05) release)		<a href="#">1.2 Days (66 s)</a>
<a href="#">1203</a>	tcp:172.16.10.131:2049	(Ascom i62/Ascom i62 5.4.2 (2015-05-05) release)		<a href="#">1.1 Days (65 s)</a>
<a href="#">3201</a>	tcp:172.16.10.108:2049	(Ascom i62/Ascom i62 6.0.1 (2017-09-13) release)		<a href="#">1 Days (74 s)</a>
<a href="#">2101</a>	tcp:172.16.4.66:2073	(Ascom i62/Ascom i62 5.4.2 (2015-05-05) release)		<a href="#">23:03 (50 s)</a>
<a href="#">1103</a>	tcp:172.16.4.191:2052	(Ascom i62/Ascom i62 5.4.2 (2015-05-05) release)		<a href="#">21:31 (55 s)</a>
<a href="#">2102</a>	tcp:172.16.3.199:2055	(Ascom i62/Ascom i62 5.4.2 (2015-05-05) release)		<a href="#">20:46 (64 s)</a>
<a href="#">3102</a>	tcp:172.16.4.20:2072	(Ascom i62/Ascom i62 5.4.2 (2015-05-05) release)		<a href="#">11:41 (56 s)</a>
<a href="#">1101</a>	tcp:172.16.4.134:2049	(Ascom i62/Ascom i62 5.4.2 (2015-05-05) release)		<a href="#">10:46 (69 s)</a>
<a href="#">2202</a>	tcp:172.16.4.173:2050	(Ascom i62/Ascom i62 5.4.2 (2015-05-05) release)		<a href="#">10:38 (53 s)</a>
<a href="#">1202</a>	tcp:172.16.4.87:2049	(Ascom i62/Ascom i62 5.4.2 (2015-05-05) release)		<a href="#">10:31 (52 s)</a>
<a href="#">2103</a>	tcp:172.16.3.224:2081	(Ascom i62/Ascom i62 5.4.2 (2015-05-05) release)		<a href="#">02:53 (51 s)</a>
<a href="#">0103</a>	tcp:172.16.4.193:2051	(Ascom i62/Ascom i62 6.0.1 (2017-09-13) release)		<a href="#">02:09 (53 s)</a>
<a href="#">0101</a>	tcp:172.16.4.103:2055	(Ascom i62/Ascom i62 5.5.0 (2016-03-29) release)		<a href="#">02:07 (53 s)</a>
<a href="#">3103</a>	tcp:172.16.3.246:2055	(Ascom i62/Ascom i62 5.4.2 (2015-05-05) release)		<a href="#">00:02 (75 s)</a>

[Switch to Admin](#)

cisco

### Accounts

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- [Extensions](#)
- [Auto Attendants](#)
- [Conference Rooms](#)
- [+ More](#)

### Trunks

- [VoIP Providers](#)
- [PSTN Devices](#)
- [CO Lines](#)

### Features

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- [Dial Plans](#)
- [Voicemail](#)
- [Recorded Calls](#)
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- [Logs](#)

### Advanced

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### Status

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## Call History

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Start	From	To	Duration	Trunk
8/30/2019, 9:02:49 AM	...	...	00:58	St Joseph
8/30/2019, 8:55:40 AM	...	...	07:34	St Joseph
8/30/2019, 8:58:39 AM	...	...	04:24	St Joseph
8/30/2019, 8:58:01 AM	...	...	01:03	St Joseph
8/30/2019, 8:56:41 AM	...	...	00:55	St Joseph
8/30/2019, 8:54:35 AM	...	...	00:25	...
8/30/2019, 8:47:54 AM	...	...	05:25	St Joseph
8/30/2019, 8:51:17 AM	...	...	01:13	St Joseph
8/30/2019, 8:50:07 AM	...	...	01:36	St Joseph
8/30/2019, 8:51:18 AM	...	...	00:16	St Joseph
8/30/2019, 8:49:46 AM	...	...	01:17	St Joseph
8/30/2019, 8:49:37 AM	...	...	00:05	St Joseph
8/30/2019, 8:48:26 AM	...	...	01:00	St Joseph
8/30/2019, 8:43:36 AM	...	...	04:05	St Joseph
8/30/2019, 8:45:32 AM	...	...	01:51	St Joseph
8/30/2019, 8:46:52 AM	...	...	00:27	...
8/30/2019, 8:44:15 AM	...	...	02:14	St Joseph
8/30/2019, 8:45:55 AM	...	...	00:20	...
8/30/2019, 8:44:03 AM	...	...	01:24	St Joseph
8/30/2019, 8:43:38 AM	...	...	01:24	St Joseph
8/30/2019, 8:44:48 AM	...	...	00:07	...
8/30/2019, 8:42:45 AM	...	...	01:38	St Joseph
8/30/2019, 8:44:12 AM	...	...	...	...
8/30/2019, 8:43:30 AM	...	...	...	...
8/30/2019, 8:38:13 AM	...	...	01:03	St Joseph