OpenTouch™ Notification Service

Improve Real-time Situational Awareness And Personal Safety

July 2015

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Agenda

1. Value proposition

2. Solution overview

3. Notification scenarios

4. Key takeaways

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VALUE PROPOSITION

OpenTouch Notification Service

Notification Systems Challenges

Protect Investment Via Legacy System Integration

Include Mobile Devices In The Notification Scheme

Move From Traditional Technologies To Innovative Services & Uses

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OpenTouch Notification Service

Improve Situational Awareness And Personal Safety

ALARMS

Nurse call

Fire detection

Video call (SIP) & surveillance

Engineering alert

Intrusion detection

Building management sensors

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OPENTOUCH™ NOTIFICATION SERVICE

NOTIFICATIONS

Audio, text notifications

Positioning geolocation

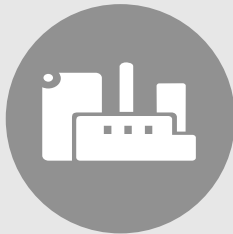Social media

DECT/Wifi handsets

Smart phones & tablets

E-mail SMS

Healthcare

Hospitality

High risk industry

Education

- Centralized alarm & notification platform
- Full IP, full software, virtualizable
- High Availability option
- OmniPCX Enterprise integration (ABC-IP)
- OmniPCX Office RCE integration (SIP)
- Smart devices apps
- Facebook & Twitter

OpenTouch Notification Service

Key Benefits

Future-proof

Full software

Price competitive

Easy to use

Scalable

Application-**rich**

Easy to implement

Virtualized

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SOLUTION OVERVIEW

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Interconnect Multi-Vendor Systems

Protect Investment Via Legacy System Integration

OPTIMIZED INTEGRATION OF ALCATEL-LUCENT ENTERPRISE SOLUTIONS AND DEVICES

OmniPCX Enterprise
OmniPCX Office RCE
DECT handsets
DECT with lone worker protection
Premium DeskPhones
IP Touch 8 & 9 Series
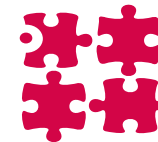IP Desktop Softphone
WLAN handsets
SIP sets

FULL COMPATIBILITY WITH INTERNATIONAL STANDARDS

ESPA*, TAP
Dry contacts
KNX ...

REFERENCED INTEGRATIONS with industry-specific tools and systems vendors

Nurse call
Fire detection
Wander prevention/intrusion
Industrial alarms...

*Most nurse call and fire alarm systems are ESPA compliant

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Make Complex Notifications Easy

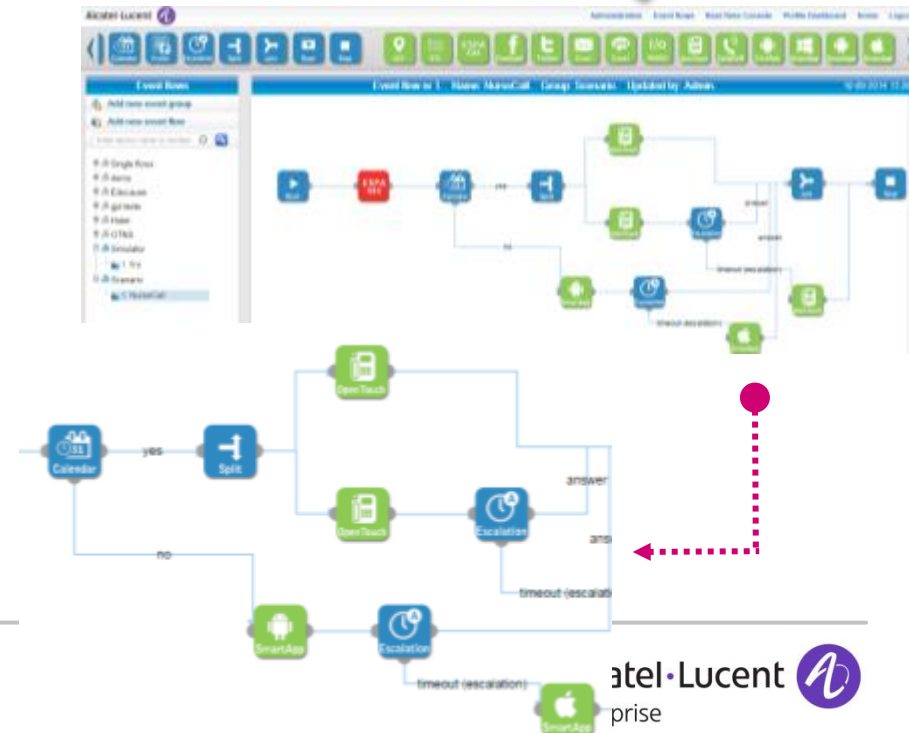**SIMPLE MANAGEMENT CONFIGURATION, SUPERVISION AND REPORTING**

REAL TIME CONSOLE
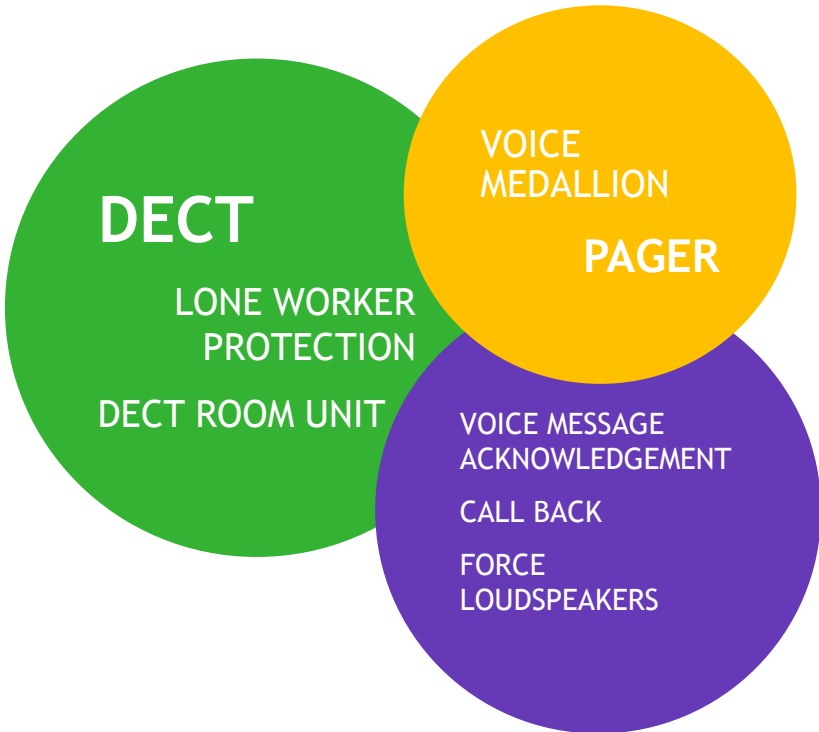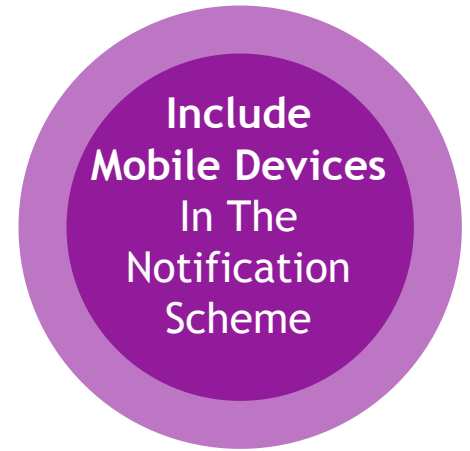HISTORICAL REPORTING

USER-FRIENDLY WEB INTERFACES

UNIQUE WEB-BASED GRAPHICAL APPLICATION

DRAG & DROP ALARM FLOW CREATION

TO EASILY CREATE ANY FLOW IN SECONDS

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Enhance Operational Efficiency Of Mobile Workers

Include Mobile Devices In The Notification Scheme

DECT

LONE WORKER PROTECTION

DECT ROOM UNIT

VOICE MEDALLION

PAGER

VOICE MESSAGE ACKNOWLEDGEMENT

CALL BACK

FORCE LOUDSPEAKERS

WIFI

BYOD SMARTAPP

Any wireless device can trigger alarms and receive notifications

Integrated geolocation 500 DECT based on base station offering the best signal

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Display Alarms And Response Options On Smartphones And Tablets

SmartApp

- ✓ Runs on iOS and Android

- ✓ Fully customizable (classification, priority, icons, colors etc)

- ✓ Accept or reject alarms with voice and/or video connection

- ✓ Wireless or GSM modes

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Integrate New Media

Move From Traditional Technologies To Innovative Services & Uses

OPENTOUCH NOTIFICATION SERVICE

CAREAPP

SOCIAL MEDIA

Microsoft® Lync™

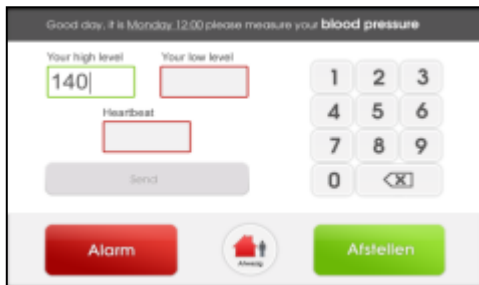Alcatel·Lucent
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Facilitate Home Care For Dependent Persons

✓ Video call to medical staff

✓ Direct phone call to relatives

✓ Interactive telemedicine to confirm a diagnostic
(blood pressure...)

✓ Direct and easy access to services

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Enrich Ecosystem With Social Alarms

Desktop & social media integration

Send and receive notifications from **MS Lync**

- Adaptation of Lync presence status
- Intelligent presence routing of alarm messages
- Emergency call out & conference
- Integration in the graphical floor plan
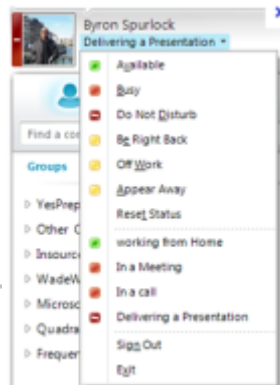
Send / receive notifications from **Facebook & Twitter**

- Respond to the increasing demand for social care
- Unique integrations with major social networks
- Monitored social alarms

Microsoft® Lync™

Byron Spurlock
Delivering a Presentation

Available
Busy
Do Not Disturb
Be Right Back
Off Work
Appear Away
Reset Status
working from Home
In a Meeting
In a call
Delivering a Presentation
Sign Out
Exit

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NOTIFICATION SCENARIOS

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Notification Scenarios

Nurse Call

NURSE CALL

Patient calls nurse.

Alarm is sent through the ESPA interface

OpenTouch NS checks nurse calendar to identify a nurse on duty

Available nurse/nurse group **is identified** and **acknowledges** the call.
Notification on the other nurse sets is stopped.

Patient **call back**

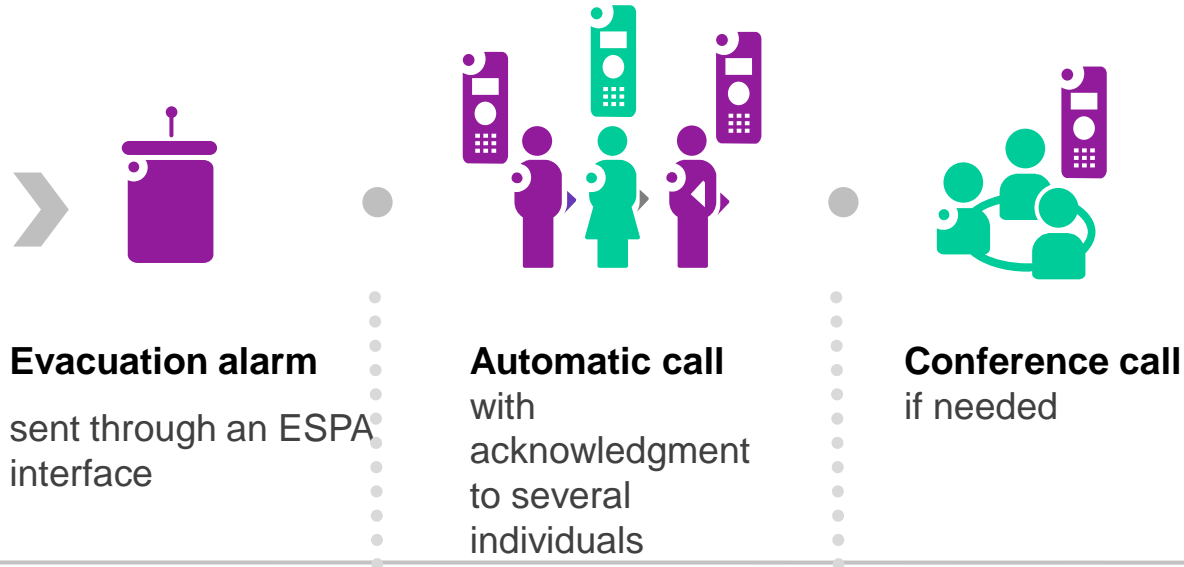In case of **no answer** from the nurse

Escalation to a supervisor

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Notification Scenarios

Fire Alarm Evacuation

FIRE ALARM EVACUATION

Evacuation alarm

sent through an ESPA interface

Automatic call

with acknowledgment to several individuals

Conference call

if needed

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Notification Scenarios

Intrusion/Wander Detection

INTRUSION/
WANDER
DETECTION

Smart APP

Intrusion alarm sent by a dry contact interface

Alarm notification to smartphones

SIP cameras **visualization**

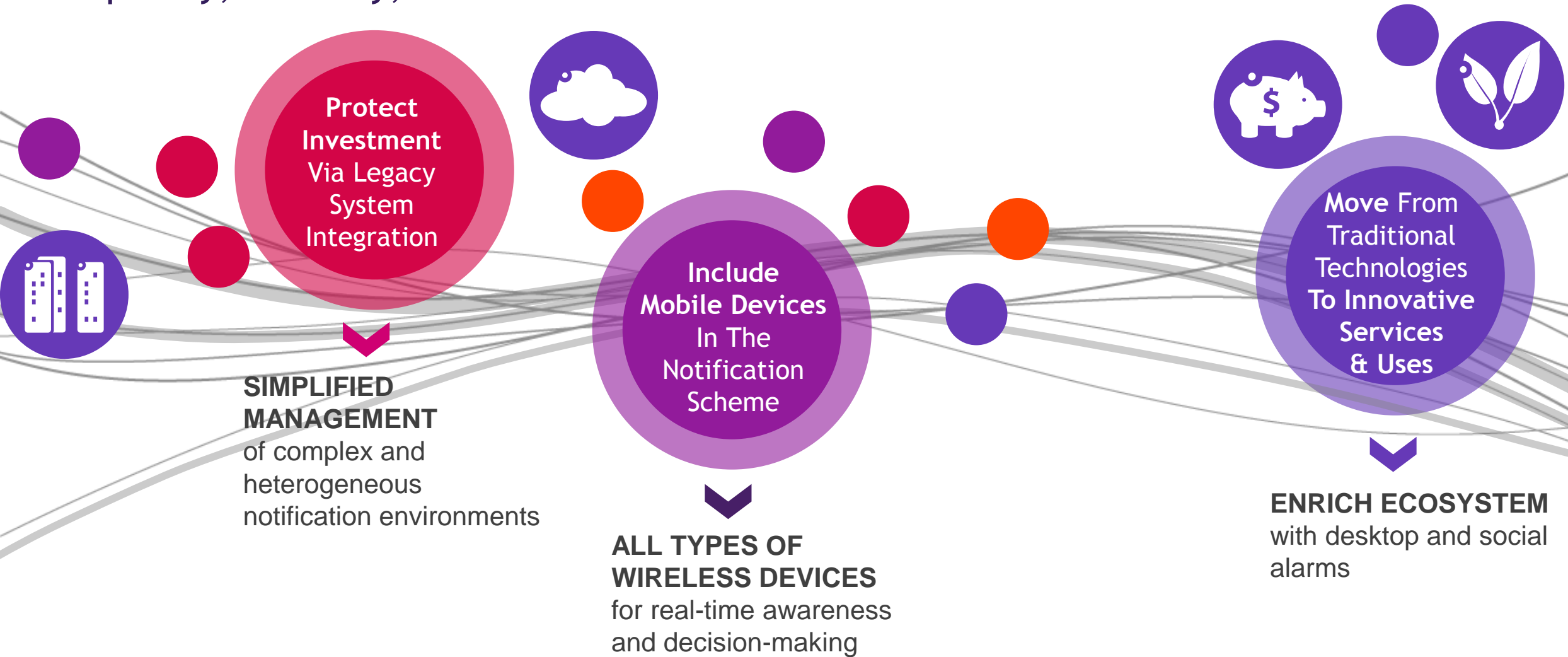**Geolocation** and **alarms history** on the **supervisor console**

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KEY TAKEAWAYS

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Key Takeaways

Simplicity, Mobility, Innovation

Protect Investment Via Legacy System Integration

SIMPLIFIED MANAGEMENT of complex and heterogeneous notification environments

Include Mobile Devices In The Notification Scheme

ALL TYPES OF WIRELESS DEVICES for real-time awareness and decision-making

Move From Traditional Technologies **To Innovative Services & Uses**

ENRICH ECOSYSTEM with desktop and social alarms

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