Alcatel·Lucent Enterprise



WEHI

A hybrid communications solution delivers remote working from anywhere.

"When it comes to research and innovation, it's not just about getting the smartest people in the room together. To get to the best outcomes for healthier living or a smarter, more efficient work environment, you need open communications, partnership and trust. ALE is a vendor with great solutions, supported by a network of trusted Partners. We understand that innovation implies testing, proof of concept and where needed, redesign. ALE is always up for the journey and we value their support in creating a better, more collaborative ICT workspace."

Michael Carolan, CIO of WEHI

WEHI is where the world's brightest minds collaborate and innovate to make life-changing discoveries that help people live longer healthier lives. WEHI's medical researchers have been serving the community for more than 100 years, making transformative discoveries in cancer, infectious and immune diseases, developmental disorders and healthy ageing.

CHALLENGES

WEHI uphold the highest standards and their medical research has led to healthcare breakthroughs that most of us benefit from, every day. At Alcatel-Lucent Enterprise we are very proud to have been the technology partner of choice for many years for WEHI's mission-critical telephony and communications environment. During the pandemic WEHI and ALE collaborated closely to enable flexible, remote working, from anywhere. The lockdown directives also saw the rapid uptake of cloud collaboration applications such as Microsoft Teams within WEHI. Challenges encountered during this period included:

- Incorporating a new site requiring desk sharing
- Adapting existing sites requiring desktop collaboration
- Support for desktop user interfaces for Mac users (95%) and Windows (5%) users with telephony integration
- Integrating mission-critical telephony into cloud collaboration apps
- Using desktop to call mobiles and land lines cost-effectively

ACTION

WEHI approached ALE to help integrate the ALE telephony environment with Microsoft Teams, to create a seamless user experience for their staff, regardless of location. ALE proposed the Microsoft Teams Connector solution, with the Rainbow™ by Alcatel-Lucent Enterprise platform. After rigorous testing, WEHI selected the easy to deploy, cost-effective solution to enable their flexible worker solution.

In this scenario WEHI's existing Alcatel-Lucent OmniPCX® Enterprise Communication Server was connected, using Rainbow, with Microsoft Teams. This is a great option for Microsoft Teams users who want to use their existing telephony platform to unlock telephony from their desktop. The solution ensures high reliability and rich features. It also provides the essential PSTN connectivity into Microsoft Teams without complexity, at a low cost and enriched user experience.

PRODUCTS AND SOLUTIONS

- Alcatel-Lucent OmniPCX Enterprise Communication Server
- Rainbow by Alcatel-Lucent Enterprise
- Microsoft Teams Connector
- ALE 300 – Enterprise handsets
- Alcatel-Lucent Softphones

RESULTS

Technical benefits

- Existing telephony environment with integrated modern cloud services
- Securing best of both worlds (ALE telephony and Microsoft teams)
- Save on implementation costs; quick and easy deployment

Financial benefits

- Cost effective solution – the best TCO
- Prevention of rip-and-replace scenario. Unlock the power of existing environments by enabling seamless integration

User experience benefits

- Minimum operational impact; working with existing assets, proven technology
- Keeping the same user interface; minimal training required to adopt the integrated solution
- "One number" experience for all users; supports remote working and mobility
- Feature rich telephony;
  - Keep the same phone sets and keep DID – direct inward dialling
  - Click-to-call from any desktop app (hotkey dialling)
  - Call forwarding (to voicemail or other number)
  - Call history (incl. missed calls)
  - Call voicemail, voicemail notifications (number of new voice messages)

WANT TO TALK WITH SOMEBODY?
CONTACT US

Customer Story

MARKET: HEALTHCARE	COUNTRY: AUSTRALIA	COMPANY:
DEAL IMPLEMENTED: 2022	NUMBER OF USERS: 1500	WEHI

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