



Market Segment:  
**Healthcare**

Country of Installation:  
**Norway**

Year of Installation:  
**2015**

End customer:  
**Sykehuset Østfold**

System Integrator:  
**Bravida**

Solutions:  
**Alphacom**

Key Products:  
**Alphacom XE,  
TCAS-2,  
TCIV-3+,  
IP-CROR,  
IP Horn speaker,  
IP ceiling speaker,  
IP Desk Master,  
ITSV-3**

Key Technology:  
**Hybrid technology both IP  
and analog**

## Zenitel's helps keeping people and asset safe, secure, and informed at Sykehuset Østfold.

### The End User

Sykehuset Østfold is one of the main hospitals in the southeast of Norway, serving around 300,000 local citizens. The hospital is based in several locations, including Kalnes (Sarpsborg), Moss, Fredrikstad, and Halden.

### The Requirement

Given the high demand at the hospital, the customer wanted an efficient and reliable communication solution that connects staff, patients, and visitors. The multi-purpose communication solution should address the hospital's operational, security, as well as emergency communication needs. The door entry solution should help restrict access and control movement within the hospital facilities. In addition, the touch surfaces of the communication products in sterile environments should be tested and proven to eliminate the concentration of airborne particles.

### The Solution

At the core of Zenitel's solution, Alphacom XE servers offer comprehensive communication services, meeting the customer's

needs for operational, security, and emergency communication. With the ability to scale seamlessly, Alphacom XE was the apt choice for meeting growing customer needs. Additionally, Zenitel deployed more than 150 devices across the facility, helping streamline hospital daily operations.

IP speakers at the emergency entry points deliver exceptional voice quality for pre-recorded and live messages, issuing security reminders to people. With integrated microphones, IP speakers have the potential to turn hospital security from reactive to proactive, offering interactive communication even at the entry points.

Door entry intercoms with integration to access control solutions help

restrict access for visitors and staff remotely. Zenitel's clean room stations allow communication between sterile and non-sterile environments, eliminating the need for medical staff to change into and out of protective gear.

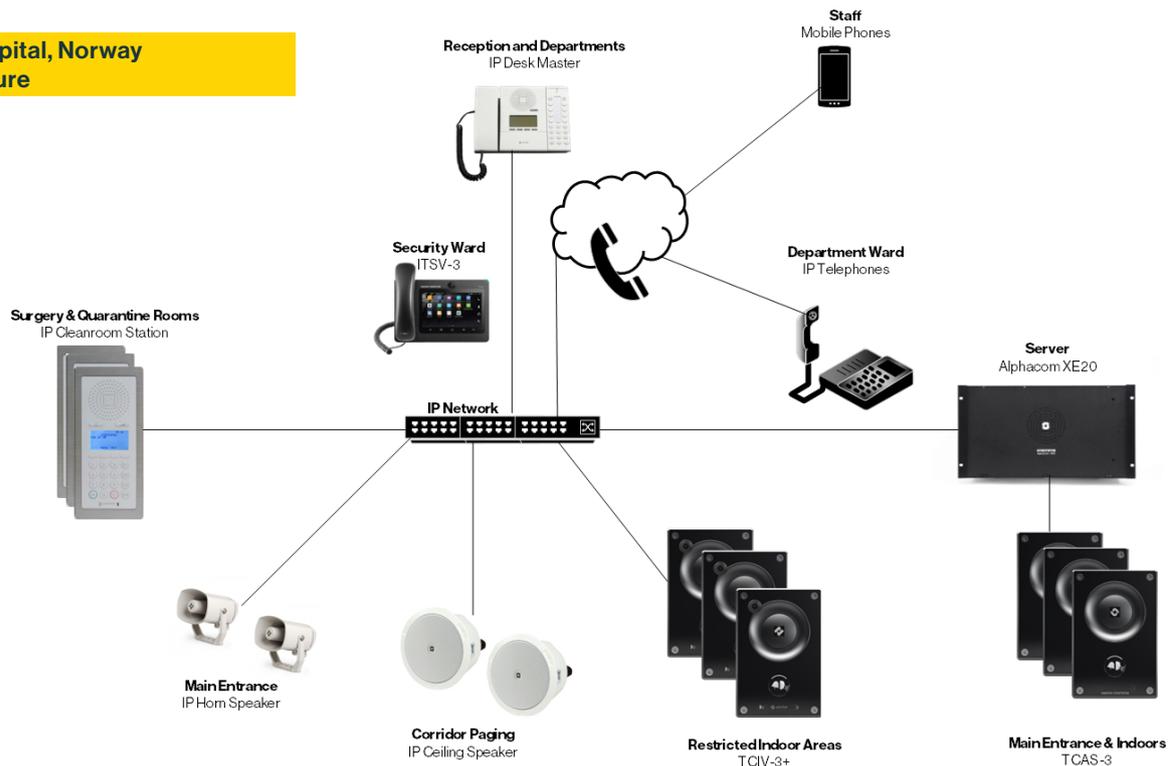
with automatic gain control features enabled surgeons to stand anywhere in the operating theater and still communicate with other medical staff in non-sterile areas handsfree as they operate. Using a single operator telephone, the control room staff can now manage all their communication needs from a single terminal.

## The Result

Security reminders at the emergency entry points using IP speakers have helped customers remotely manage situations, reducing the workload on security personnel. Door entry intercoms with integrated cameras help with visual identification of faces and employee badges to remotely manage the doors to sensitive areas, creating a safer environment for staff and patients. Cleanroom stations

All in all, the end customer is very satisfied with Zenitel solutions and products that deliver system stability, exceptional audio and video quality.

### Østfold Hospital, Norway IP architecture



## Why Zenitel?

Zenitel is well positioned to drive the future of intelligent critical-communication solutions. Through our portfolio of IP products & solutions, with built-in intelligence and a focus on cybersecurity, we provide organizations with superior, scalable security and flexibility. Zenitel is the proven, preferred choice for environments requiring crystal-clear audio to ensure the protection of human life, property, assets and the management of critical activities. With interoperability at all levels, we seamlessly integrate with access control, video management and security platforms.