

Interop 2005

Softphones in Healthcare

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Agenda

- **IP telephony deployment**
- **Why softphones?**
- **Deployment factors of softphones**
- **Softphone applications**
- **Future plans**



- VoIP\Softphone deployment began in 2000
- Nortel Succession 1000e v4.0 Pure IP Phone switch – One enterprise, One switch
- Over 1,200 IP telephony devices in use
- 190+ softphone and converged application users
- Geographically redundant IP Telephone switch
- Analog and digital 'IP media' gateways to IP phone network
- Targeted TDM to IP conversion of +/- 500 devices per year – hard and soft phones

Why Softphones?



- **Ease of use** – *Softphones offer greater mobility and ease of implementation than hard devices*
- **Improve staff productivity** – *Due to the implementation of WLAN roaming, IM, presence and productivity-based applications*
- **Staffing** – *Provide technology (VoWLAN, PDA's, RIM, P/C clients, etc) to assist clinical and non-clinical staff and build long-term commitment to clinical partnering and process improvement*
- **Investment protection** – *Maximize assets and currently deployed technology to keep up-to-date with converged voice/data/video medical solutions*

- **Network assessment** – *Make sure your network is functioning properly prior to running any type of VoIP applications*
- **Good candidates** – *Select applications and situations where hard phones and/or handsets may be a hindrance. Cost Center/Help Desk/Road warrior functions are prime targets*
- **Mobility** – *Is this a big part of their activities?*
- **Comfort** - *Are they on the phone most of the time?*
- **Avoid the “right application – wrong device”** - *There are places where softphones are not a good fit*
- **E911 issues** – *Tracking down mobile softphone users is not as easy as it seems and may require a login process*
- **Cost savings** – *Adding a softphone license with headset to an existing P/C can be cheaper than adding dedicated phone set, and more productive*

- **Softphone application via MCS5100/i2050**
 - *Freedom of movement – Bluetooth headsets*
 - *Take your extension with you – office, home, & road*
 - *Presence indicator lets ‘the world’ know you’re online*
 - *Your counterparts can tell your current ‘status’*
 - *Choose the device (soft or hard) to be communicated with*
 - *You choose the time you wish to be ‘online’*

- **Instant Messaging**
 - *Simultaneous use of softphone and IM means you can get more done in less time*
 - *Becoming a standard: used as much as e-mail*
 - *SIP based softphone client can connect to many different PBX’s*
 - *Multiple device capable, not just softphone or P/C application*

Next steps



- **New WLAN and softphone applications are coming out every month**
- **Combination devices\applications seem to be more prevalent this year**
- **Advent of user portals which augment softphone or other converged applications**
- **SIP and SSL based VPN technology are opening up the traveling and work-from-home environments**
- **Still looking for the 'elusive' all-in-one device to prevent belt-clutter**

Questions ?