

Peace for Parents in Birmingham



Location
Birmingham, UK
CommtechWireless Dealer
Paul Williams
LynxPro Ltd

As far back as November 2002, the number of adults enrolled in a further education course in England was 1.042 million. With many of these enrolments belonging to parents, crèches have been set up and operate in the majority of learning centers throughout the UK.

The Birmingham City Council (BCC) in England recently sought a method of contacting parents at learning center crèches throughout their city. The council needed a reliable, non-cellular method of contact. Mobile phones are against learning center policy - a measure preventing disruption to lessons and unfair advantages during exams.

Premier CommtechWireless dealer, LynxPro Ltd quickly ascertained that the simplest and most effective solution was

the MAXPage system with the required number of 4150 pagers.

When a parent or guardian leaves a child at a crèche, they receive a 4150 numeric pager and go to class. Should the child take ill or become unsettled, the crèche nursing team simply enter the relevant pager address into MAXPage. The parent's pager will vibrate, alerting them to return to the crèche and collect their child.

This discreet method prevents interruption to classes. The MAXPage system removes the need for a staff member to leave the crèche in order to find a parent and keeps them where they are needed - at the side of the children.

The governing body for education in the UK, Ofsted, has praised Birmingham City Council for providing "an excellent means of addressing the problem".

Mr. Paul Williams at LynxPro Ltd reports that as a result of BCC implementing MAXPage, other English city councils have expressed an interest in the cost-effective and simple CommtechWireless system.

Knowing they are just a MAXPage away helps provide UK parents with the peace of mind and encouragement to take the courses they've always wondered about.

* <http://www.dfes.gov.uk/statistics/DB/SFR/>



New Solution for Historic Alliance



Location
Alliance, Ohio
CommtechWireless Dealer
Stellar-1 Communications

The carnation plays an important role in the 156 year history of Alliance, Ohio. The "Lamborn Red" variety was first propagated there by Dr. Levi Lamborn - a man who ran against William McKinley (later the 25th US President) for the 18th Congressional District in 1887.

More importantly, it was the scarlet carnation he received before each debate with Dr Lambord, that McKinley referred to as his 'good luck charm'. On September 14, 1901, McKinley was assassinated; moments after handing the flower to a supporter.*

Founded that very year, and equally historical, was the Alliance City Hospital. Today known as the Alliance Community Hospital, it is licensed for 204 beds and 78 aged care patients at an attached facility. Fully accredited, the hospital is staffed by over 150 active and relief physicians.

Early this year, Bob Rice with Stellar-1 Communications in Ohio provided Alliance

Community Hospital with an INTELPage system, a 50 watt transmitter and 52 pagers from CommtechWireless. The system is integrated with the West-Call nursecall system used at the hospital to provide automatic messaging functionality.

Covering the entire campus and the attached aged care facility, the system sends messages from duress call points in patient rooms to staff carrying pagers throughout the hospital. When a patient presses a call point button, the nurse on duty receives notification of the call and the room from which it originated, in under two seconds.

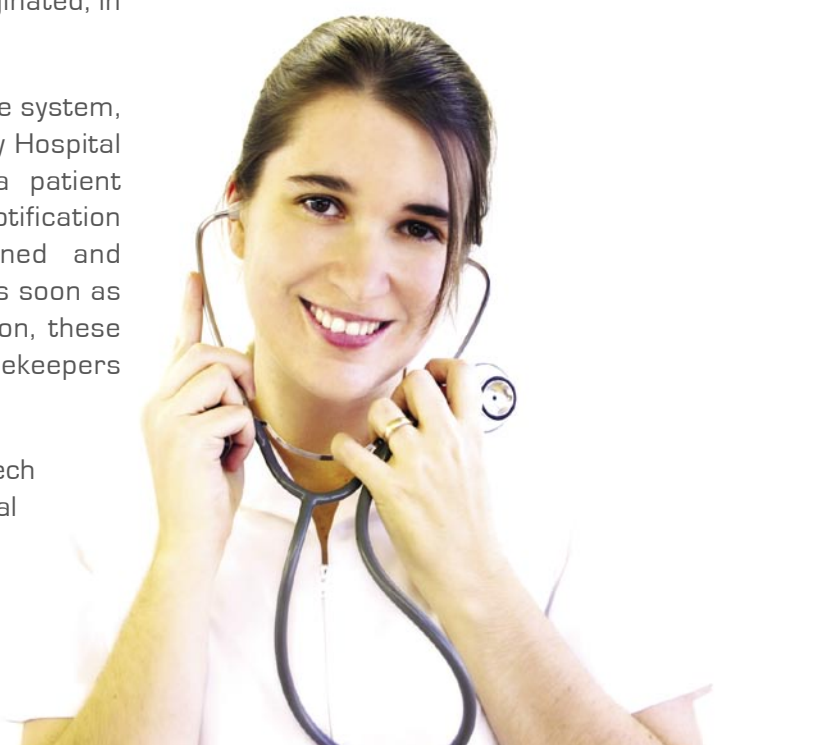
To further make use of this versatile system, nursing staff at Alliance Community Hospital notify housekeeping staff when a patient is discharged. Virtually instant notification means the room can be cleaned and prepared for the next admission, as soon as possible. During day-to-day operation, these notifications are used to let housekeepers know that a room needs tidying.

Prior to installing Stellar-1's Commtech solution, Alliance Community Hospital used overhead voice paging to alert nurses and other staff of requirements. Besides the fact that

this meant patients were alerted to situations that were not their concern, the "squelch" of the PA, on busy nights, meant things were not entirely peaceful.

Through their very own "good luck charm", the CommtechWireless solution provided by Stellar-1 Communications, Alliance Community Hospital has almost eliminated the need for overhead voice paging. The hospital environment is now substantially quieter and more beneficial to the rest and healing of its patients.

*www.cityofalliance.com



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QUARTER 3 2006

BASEPage is Beautiful for Montecasino



Location
South Africa
Local Implementation Partner
Quentin Daffarn
Message Systems

Montecasino in Johannesburg, South Africa is one of that country's most prestigious entertainment complexes. Its elegant Tuscan architecture houses more than 1700 slot machines and 70 gaming tables, a five star hotel, conference and event facilities, several dining areas, a theatre, a cinema and more. Little wonder then, with all that goes on in this world-class casino, that a world-class messaging system is required.

Last time we saw Montecasino (CommTalk Quarter 3, 2005), this 'world-class messaging system' was a trial of the BASEPage Gaming Interface on exclusive areas of the gaming floor. Montecasino used BASEPage to integrate seamlessly with their IGT gaming platform - allowing notification to staff of every event on every slot machine across the floor.

With the trial a complete success, Montecasino now uses BASEPage throughout the premises to monitor slot machines and customer service requests. The system maximises both the profit for each machine and the level of service every customer receives - helping to uphold the casino's motto of "Life is Beautiful".

The reporting added since implementation is what has truly helped Montecasino reap the "beautiful" rewards of BASEPage. The statistical data provided on-screen displays every call type generated, each staff member assigned to each call and how long it took to get a response. In this way, slots manager Annemie Turk can get a clear look at the performance of each staff member for each call type to which they are assigned.

The analysis provided by BASEPage allows Montecasino to motivate staff to continually improve. By offering rewards for consistently fast responses to customer requests, Montecasino can ensure their all-important customer base always receives the very best service possible, as quickly as possible.

As well as staff responses, Montecasino can analyse data to see which areas of the floor need extra staff. Should any part of the casino experience an overload of calls, a few clicks in BASEPage will reassign staff to pick up the slack. The employee in question is automatically notified; both when the reassignment begins and when it ends.

With the power and flexibility of a dedicated BASEPage Gaming Interface, management and staff at Montecasino can uphold the company motto and protect their impressive reputation. With BASEPage on board, life at Montecasino really is beautiful.

*Contact Dale Schulz (Senior Consultant Gaming) for more information.

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Historic Alliance City Gets Good Luck Charm

The Healing Power Of Prayer

Philips Integration for Epworth

Exclusive Sneak Peek: CommtechMessenger



Philips Integration for Epworth Hospital



Location
Melbourne, Australia
CommtechWireless Dealer
GT Jones Communications

Regular readers of Commtalk will no doubt be familiar with Epworth Hospital in Melbourne, the first facility in the world to use Image Guided Radiation Therapy to guide treatment in cancer patients.

Epworth Hospital began in 1920 as a community hospital and has since grown to become one of Australia's largest and most renowned specialist hospitals.

With such an illustrious reputation to uphold, Epworth requires the very best in wireless messaging technology. This requirement saw BASEPage chosen as the system of choice for Epworth to monitor their nurse call, fire and duress alarms and send text and voice messages to cell phones, pagers and voice-over IP throughout the entire facility.

In March this year, Epworth made the decision to integrate their BASEPage solution with their Philips Patient Monitoring system. The only problem was that BASEPage, at the time, had no dedicated Philips interface that would

monitor the system and send alerts in the case of a cardiac arrest (or code blue).

To solve the integration problem, premium distributor GT Jones Communications approached CommtechWireless' Research & Development Department. Within 48 hours, Keith Vibert at R&D had written, tested and delivered a gateway that provided integration between BASEPage and the cardiac alarms of the Philips Patient Monitoring system.

Now, in the event of a cardiac arrest, BASEPage provides notification to the Code Blue crash team at Epworth in less than two seconds. Every second saved improves a patient's chance of recovery, and BASEPage is helping save lives on an almost daily basis.

With the ability to integrate a wireless telephone system as well as standard paging devices, Epworth Hospital is a world-leader in the care of cardiac and other patients. GT Jones and Commtech are proud to be a part of Epworth's outstanding patient care record and to contribute to their status as a world leader in medical advancement.



Commtech Cruises Through Majestic Trial



Location
Florida
CommtechWireless Dealer
Moss Communications

Moss Communications in Tampa, Florida have been providing two-way and wireless communication solutions to companies throughout the US since 1989. Experts in radio rentals, Moss Communications are known for reliable radio equipment; from pagers and two-way radios to NASCAR racing scanners.

Majestic Cruise Lines in Florida, a company looking for 'reliable radio equipment', operates a cruise ship for the leisure of thousands of passengers every year. With dazzling ports of call and onboard service that is second-to-none, Majestic is the floating pride of Clearwater, Florida.

Ever-vigilant in the pursuit of customer service, Richard Allcock at Majestic Cruise Lines discovered a problem with the pagers his staff were using to communicate. Staff quite often missed important messages; causing no end of frustration and having a negative effect on Majestic's high level of customer service.

In his search for the perfect solution, Mr. Allcock contacted a number of providers and looked at trialing a number of different pagers on the ship.

Among the providers approached, it was Moss Communications who stood out for their willingness to listen to all of Mr. Allcock's concerns.

After a short and ultimately productive conversation with Guy Potter at Moss, the Commtech 4130 numeric pager was recommended.

The 4130 is a cost-efficient and durable numeric pager featuring four cap codes, a large font display and more - characteristics that make it ideal for use aboard Majestic Cruise Lines ships. The durability of the 4130 means it can stand the rough and tumble of a hard day's work, while the large font display makes it easy for staff to read even in the middle of bustling between tasks.



The pager was trialed for over two weeks and tested for reliability over every inch of the ship. The Commtech 4130 pager outperformed all other pagers being trialed; coming out on top in all comparisons. The success of the trial led Majestic Cruise Lines to order enough units to outfit the entire crew.

With the reliable 4130 on hips throughout the Majestic Cruise Lines ship, clear cut communication is the order of the day. Interrupted by unreliable messaging technology, the premium customer service that Majestic provides is once again "captain's orders" - without Majestic Cruise Lines ever having to go "overboard" on price.

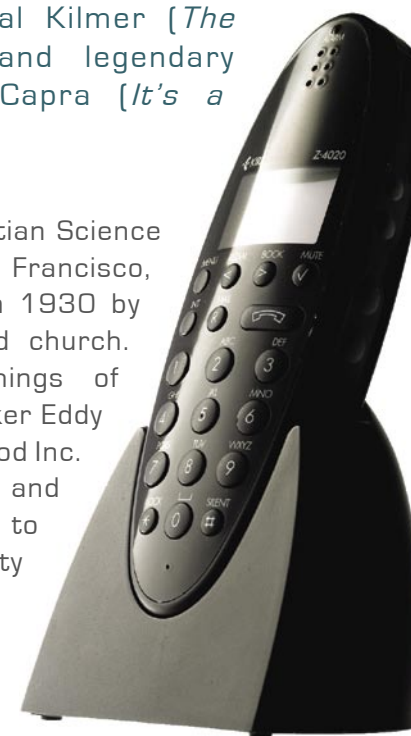
Arden Wood on a Ring and a Prayer



Location
San Francisco, California
CommtechWireless Dealer
Frank Untalan
Total Source Telecom

Christian Science, the religion of members of the First Church of Christ, Scientist holds to the tenet that "God's infinite goodness, realized in prayer, heals"*. Members of the church believe that non-medical treatment such as improved spiritual wellness can be beneficial in treating various ailments. Famous proponents of the faith include actor Val Kilmer (*The Doors, Tombstone*) and legendary film director Frank Capra (*It's a Wonderful Life*).

Arden Wood Inc., a Christian Science nursing facility in San Francisco, California, was opened in 1930 by the Massachusetts-based church. Adhering to the teachings of church founder, Mary Baker Eddy (1821 - 1910), Arden Wood Inc. offers spiritual renewal and Christian Science nursing to patients within the facility and in their homes.



Early this year Arden Wood, through Frank Untalan of Total Source Telecom, were looking for a cordless telephony solution. Originally offered a Spectralink system, the non-profit Arden Wood, expressed a concern at the price. Eager to help the facility any way he could, Mr. Untalan contacted Robert Wieland at CommtechWireless.

Without hesitation, Mr. Wieland suggested the Kirk 1500 system - a DECT solution with all the required features, at a lower cost. After Arden Wood received the good news, a guarantee of coverage was all that was needed to "clinch the deal". However, without a visit to the site, this guarantee was impossible to give.

Once again placing his trust in Robert Wieland, Mr. Untalan was pleased when a representative of Kirk Telecom, arrived at Arden Wood to complete a site survey. With the coverage guaranteed by Kirk itself, management at the facility were more than happy to approve the solution.



The system in place, communication between staff throughout the facility became possible using the crystal clear two-way communication for which Kirk systems are renowned.

In January 2006, Spectralink, the makers of the original solution proposed to Arden Wood, acquired Kirk Telecom. Mr. Wieland believes that the success of the Kirk 1500 at the Christian Science facility may have influenced Spectralink's decision. However, since Spectralink announced its intentions in December, Mr. Wieland's speculation is a bit of a "leap of faith".

*<http://www.tfccs.com/aboutchristianscience/>

Sneak Peek : CommtechMessenger

Taking the baton long held by BASEPage and running into the future of messaging, CommtechMessenger will shortly be released worldwide to what is sure to be an eager reception. In the second sneak preview in as many issues, Commtalk readers can here discover details of the soon-to-be-released software that is set to change wireless communication forever.

CommtechMessenger
CommtechMessenger provides all the power, flexibility and functionality of the award-winning BASEPage product and more. Additional features of CommtechMessenger not supported by BASEPage include:

Web-Based Functionality
Utilising the true power of its IP capabilities, CommtechMessenger features a web client that allows users to connect to the server via the Internet. This means you never have to install the client and data integrity is assured.

Cordless Telephony/ TAPI/ PBX Support

Support for cordless telephony protocols such as DECT; support for TAPI; and support for complete PBX integration means CommtechMessenger seamlessly operates as part of your company's total communication solution.

Enhanced Reporting For Management

The enhanced reporting functionality of CommtechMessenger provides in-depth statistical analysis of the entire scope of data collected by the system. Coupled with the product's ability to handle massive databases, this enhancement gives companies an even better look at everything they do.

Simple Upgrade Path

For our long-standing BASEPage users, migrating to the superior feature set of CommtechMessenger is a cinch. Plus, many sites are eligible for an upgrade, free of charge.

Find Out More

To get all the information you need on the CommtechMessenger release, and to see if your company is eligible for a free upgrade from BASEPage, contact your CommtechWireless dealer today. Alternatively, visit our informative website at www.commtechwireless.com; where you'll find everything you need to *get the message*.

