



ALCATEL-LUCENT OPENTOUCH NOTIFICATION SERVICE

IMPROVE REAL-TIME SITUATIONAL AWARENESS
AND PERSONAL SAFETY

In healthcare, education, high-risk industries and the hospitality sector, you must know immediately if an incident has occurred and where, in order to optimize staff and decision-making time. The reactivity of healthcare and technical staff is crucial to protect the health of individuals; for example, in the case of fire or intrusion.

Optimizing alarm triggering to deliver the right notification to the right person at the right time requires that heterogeneous industry-specific communication and notification systems are able to interconnect and communicate. Customers may want to hold on to their existing systems, but at the same time, they are looking to include all types of mobile devices in their notification scheme and enrich the ecosystem with new desktop and social alarms.



IMPROVE REAL-TIME SITUATIONAL AWARENESS AND PERSONAL SAFETY

The Alcatel-Lucent OpenTouch® Notification Service is the perfect solution for small and medium-sized enterprises in healthcare, education, high-risk industries and the hospitality sector, as it provides a flexible, easy-to-install alarm and notification system with a native integration to the Alcatel-Lucent OmniPCX® Enterprise and Alcatel-Lucent OmniPCX Office Rich Communication Edition (RCE).

It collects and aggregates alarms from different subsystems, such as nurse calls, fire alerts, or runaway or wander prevention systems. It notifies, in real time, the most appropriate person to respond to the situation, using industry-specific communication systems, and taking into account staff mobility; for example, with the DECT handset, GSM, smartphone, and supervision console with geolocation screen.

The OpenTouch Notification Service offers a complete range of applications and integrations with the heterogeneous ecosystems of key market players, all intelligently integrated within a unique web interface. The various integrations allow innovative services, such as social media and mobile device notifications.

BENEFITS

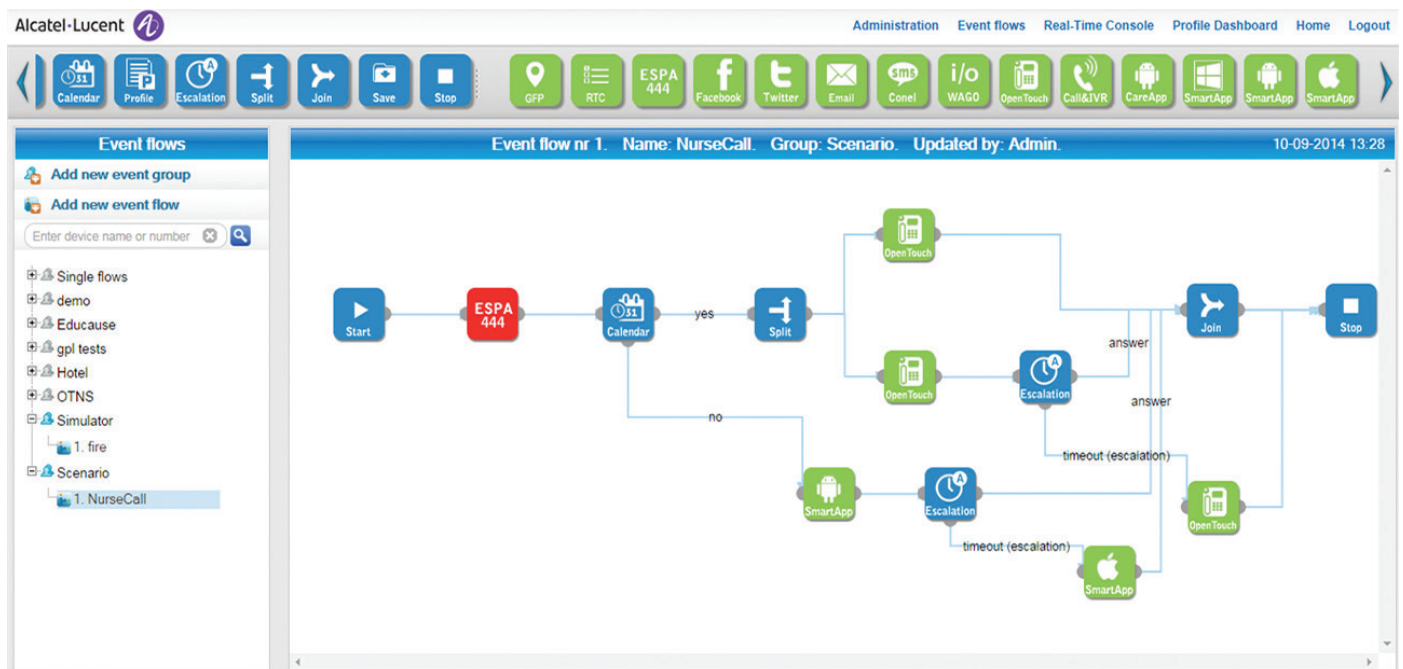
- Openness and scalability: integration with key market players for specific needs
- Investment protection through the integration of existing systems
- Extremely simple to install and configure
- Full compatibility with industry standards, protocols and interfaces, such as ESPA/TAP*, dry contacts (electric relays) and KNX
- Unique features provided by the native and optimized integration with the Alcatel-Lucent OmniPCX Enterprise, OmniPCX Office RCE, and wired and wireless sets

*Most nurse call and fire alarm systems are ESPA/TAP compliant

FEATURES

- **Centralized alarm and notification platform for enterprises**
- **Compatible with Alcatel-Lucent OmniPCX Enterprise and OmniPCX Office RCE**
- **Any-to-any connection: all incoming messages and alarms can trigger different outgoing notification types**
- **High Availability option based on failover clustering**
- **Integration with various alarm notification systems**
 - Alcatel-Lucent wired sets and softphones
 - Alcatel-Lucent DECT handsets, including lone worker protection
 - Alcatel-Lucent WLAN Handsets
 - Pagers
 - Nurse calls
 - Fire alerts
 - Runaway/wander prevention
 - Production alerts
 - Building management
- Email, SMS
- Social media (Facebook & Twitter)
- SNMP
- **Unique set of applications**
 - Configuration web interface for an easy and visual notification workflow creation
 - Historical reporting web interface for the creation of statistical reports on alarms and equipment
 - Real time console web interface
 - Graphical Floor Plan web interface for alarm location on site maps
 - SmartApp: alarm notification application for tablets and smartphones (Android and iOS)
 - CareApp: tablet application for homecare patients. It offers interactive telemedicine functionalities, direct access to human services, direct phone call or video call to relatives or medical staff using icons

Fig. 1: OpenTouch Notification Service workflow web interface



Drag & drop alarm flow to create a script in seconds

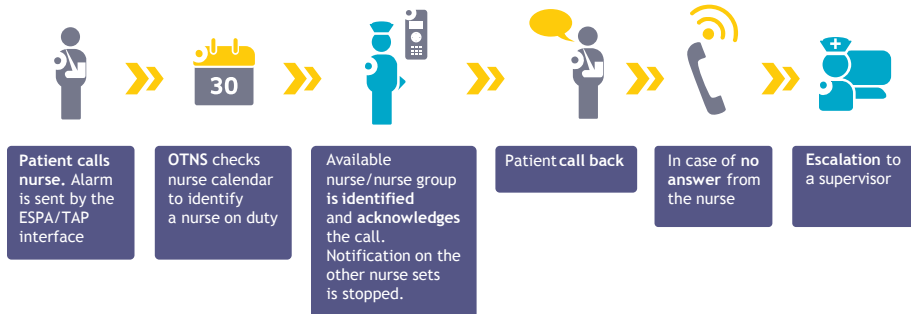
- Drag and drop a red building block to configure the alarm input
- Drag and drop a green building block to configure the notification output
- Link the building blocks to configure behavior (for example, calendar, escalation after timeout, answer, no answer)

USE CASES

OpenTouch Notification Service features numerous scenarios to meet the specific requirements of vertical markets such as healthcare, hospitality or high-risk industry:

Healthcare

- Nurse call scenario



- Other healthcare scenarios include Code Blue emergency, multiple-casualty emergency conference, resource mobilization based on skills, intrusion or wander prevention, and motion detection.

Hospitality

- Emergency and evacuation scenario



- Other examples of hospitality scenarios include intrusion detection and room service call.

High-risk industries

- Lone worker protection scenario



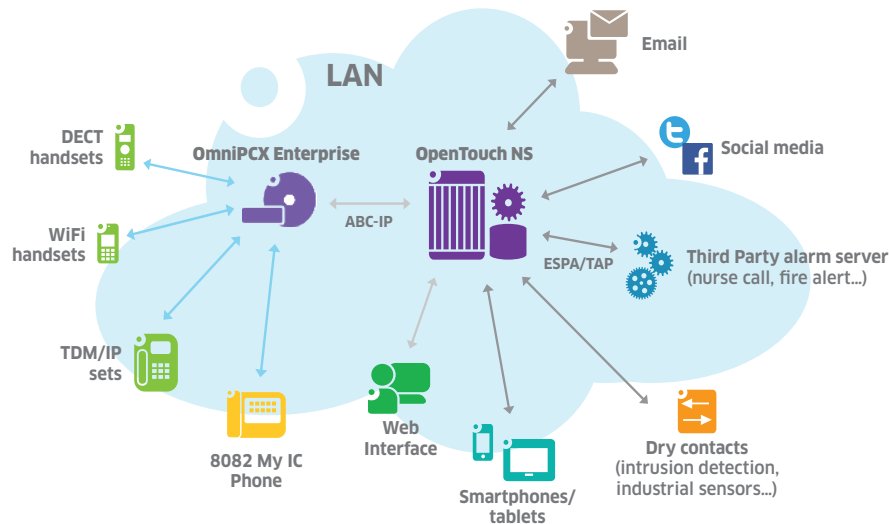
- Other high-risk industry scenarios include fire detection and video surveillance. Contact your Business Partner or sales representative for Alcatel-Lucent Enterprise solutions to discuss particular use cases.



ARCHITECTURE

Fig. 2: OpenTouch Notification Service for Alcatel-Lucent OmniPCX Enterprise

- Full software solution
- Full IP architecture
- Server virtualization is possible
- ABC-IP trunk to connect Alcatel-Lucent OmniPCX Enterprise
- SIP trunk to connect Alcatel-Lucent OmniPCX Office RCE



TECHNICAL SPECIFICATIONS

The OpenTouch Notification Service can be installed on a dedicated server, or it can be virtualized. For virtualization, it supports VMware vSphere (please note that the virtualized environment is not provided nor supported by Alcatel-Lucent Enterprise solutions).

- Integrations with referenced vendors of industry-specific tools and systems:
 - Nurse call
 - Fire detection
 - Wander/intrusion prevention
 - Industrial alarms...
- Some integrations may require additional third party hardware equipment (not supported by Alcatel-Lucent Enterprise solutions):
 - WAGO box to interface dry contacts on IP
 - WAGO box to interface KNX protocol
 - MOXA box to convert ESPA/TAP to IP

HOW TO ORDER

The OpenTouch Notification Service is available on demand from your Alcatel-Lucent Enterprise Business Partner. For further information on this application, contact your Business Partner or sales representative for Alcatel-Lucent Enterprise solutions.