



SOLUTION FOR RESIDENCES

The safety of senior home residents and their quality of life are critical. Sustainable VoIP phone solutions must address these issues. Accordingly, Florence provides integrated phone solutions designed specifically for senior care.

Our solutions optimize communications between residents, caregiving staff, emergency services, and management. It also provides residents with new services, such as wireless internet access, long-distance call packages, and star options.

911 CALL MANAGEMENT

Residents at senior citizen homes may dial the emergency number without staff members being aware of it. When emergency services arrive in response to the call, valuable time is lost trying to find out which resident made it.

With our solution, you can recognize and manage all 911 calls and instantly trace the origin of the call, dispatch caregiving staff, and facilitate rapid action by emergency professionals.

BENEFITS

All caregiving staff can be reached promptly, thereby facilitating rapid intervention and treatment in emergency situations and helping you meet government safety standards for home-care centres.

Our easy-to-install and simple-to-manage solutions can help your phone services generate revenue. Billing is automated and can be customized for each resident.

TECHNICAL COMPONENT

This solution is based on Asterisk VoIP, the world's most widely distributed opensource platform. The system is integrated into your centre's computer network, and a user-friendly web interface enables effective and reliable system management.

UP TO 80% SAVINGS!

This solution lets you radically reduce the number of phone lines. For some of our clients, this translates into several thousands of dollars of savings every month. Your savings can pay off your initial investment in less than a year.

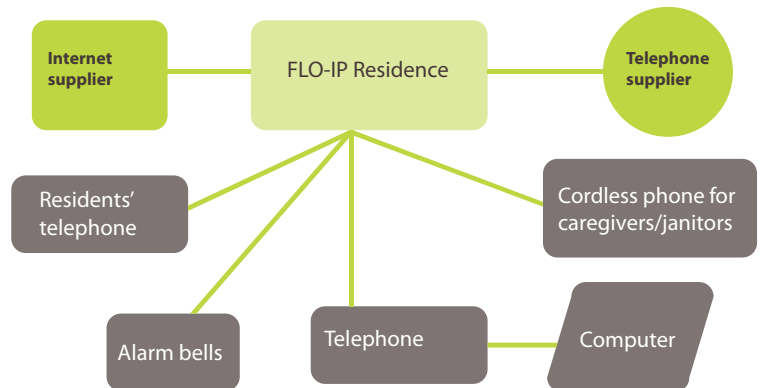
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Our sustainable VoIP solution for residences for the elderly offers all the functions most-wanted by residents while perfectly filling security needs.

SOLUTION COMPONENTS

IP telephones	AASTRA 
Servers	HP
Operating system	Linux
Telephone server (PBX)	Asterisk
Electronic components	Intel
Echo-cancellation module	Octasic 
Analog and digital cards	Sangoma 
Gateway	Mediatrix 
Networks	Bell, Vidéotron, Netelligent, Satelcom

Canadian suppliers 



BASIC FUNCTIONS

Incoming call management

- Call forwarding
- "Star" services
- Call transfer
- Hold
- Call waiting
- Redial when line is free
- Call display

Outgoing call management

- Speed dialling
- Direct internal dialling

ADVANCED FUNCTIONS

- Call management, "Find me, follow me" function (office, cellular, home, etc.)
- Unified messaging

Specific solution features

- Emergency call processing statistics (time it takes, by employee and by room, etc.)
- Direct communication with caregivers
- Billing management by resident
- Compatibility with residents' analog devices
- Building access controlled by code (intercom connecting main entrance and rooms; option to activate/deactivate main entrance call function for each room)
- Recording of emergency calls
- Detailed usage reports
- Functions can be managed using Web interface
- Protocol conversion allowing for use of analog devices
- Possibility of transferring client's former home phone number to his/her new room at the residence