

DRAUGYSTĖS SANATORIUM HAS UPGRADED ITS COMMUNICATIONS NETWORK WITH ALCATEL-LUCENT SOLUTIONS

INFORMATION ABOUT THE CLIENT

Draugystės sanatorija, founded in 1962, provides adult in-patient rehabilitation, supportive and outpatient rehab treatment, disease prevention services, and also recreation and spa treatments. The sanatorium is located in the centre of Druskininkai, with 5 sanatorium buildings located in the picturesque six-hectare park of Druskininkai, providing accommodation for 300 visitors. In 2011, Draugystės sanatorija successfully completed the implementation of a project which oversaw the development of accommodation and tourism services, financed by EU structural funds with a total value of 5 million litas.

TASKS

- To create a joint, centrally-configurable sanatorium communications network
- To install a modern sanatorium operating management system to enable the effective planning of custom accommodation, scheduling, and the use of procedures, along with the ability to track customer payments for services, and create a wide range of service packages that meet customer requirements
- To increase the competitiveness of the company, and to expand and improve service quality

PRODUCTS, SOLUTIONS AND SERVICES

- Alcatel-Lucent OmniPCX Office Communication Server
- Alcatel-Lucent OmniPCX Office Management Console

BUSINESS AND TECHNICAL BENEFITS

- A voice communications system based on industry standards, designed and enhanced according to customer needs in order to support the company's further development
- Conditions for delivering high quality medical and hotel services for a wide range of clients and to enable successful working cooperation with tourism agencies and medical institutions in Lithuania and abroad
- Comprehensive maintenance which is carried out by the manufacturer's certified partner, Adventus Solutions
- The project included the upgrade of the sanatorium living rooms: all of these have been equipped with satellite TV, a telephone system, and an internet connection for both personnel and clients



We chose a solution that had been developed by Alcatel-Lucent and which was implemented by Adventus Solutions. The chosen voice transmission system was in line with our requirements for the provision of the most efficient services for our customers. With the company expanding, its system can be modernised and expanded flexibly. I am pleased to say that we have chosen Adventus Solutions as our partner, because they offer a wide range of highly-qualified specialists who immediately respond to our call-outs as well as being able to provide professional services, consulting and maintenance.

Gediminas Kaubrys
Deputy Director for Economy
UAB Draugystės sanatorija

PROJECT SPECIFICATION

- Cooperation: from 2010
- Business partner: Adventus Solutions (Vilnius, Lithuania)

CLIENT PROFILE

- Place: Lithuania
- Area: Rehabilitation, sanatorium with spa treatments, accommodation, conference facilities
- Number of users: 300, located in 5 buildings