

## Fact sheet for the switch to All IP in nursing homes

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July 2017

### Conversion to All IP telephony to be completed by the end of 2017

With All IP, Swisscom is providing the technical basis for the digitisation of Switzerland as a business location and thus for our customers to remain competitive. Thanks to All IP, they are always connected to all their services and data on all their devices. Almost three-quarters of all customers have already switched to IP and benefit from the advantages. By the end of 2017, practically all residential customers and most business customers will communicate via All IP. From the start of 2018, all customer connections across Switzerland will be switched completely to IP region by region so that the decommissioning of the old network infrastructure can proceed. The affected regions benefit from the latest communication options.

The conversion to All IP also affects the members of CURAVIVA Switzerland. It involves converting the institution's telephone connections, as well as those of the residents. There are solutions available to both that need to be examined within an overarching digitisation strategy.

### QUESTIONS AND ANSWERS on the conversion

(a glossary of the specialist terms and more information on All IP can be found at the end of this text and at: [www.swisscom.ch/ip](http://www.swisscom.ch/ip))

#### To what extent can a nursing home benefit from All IP?

The type of landline-based telephony, the tariff model and the Internet and service components can be chosen and combined individually. Existing telephone systems can be largely connected to Swisscom's IP network. Alternatively, Swisscom offers a Full-Service Solution. As part of this service, the customer is provided with a state-of-the-art system. Specialists take care of the operation and maintenance. The new technology enables new services; for instance, as of this year, nursing homes can also publicly use Swisscom TV Public in communal rooms.

#### What are the benefits of the new technology?

**Simplicity:** with All IP, you can communicate and work with each device without restrictions, at all times and from anywhere.

**Flexibility:** work and communicate from anywhere on any device – this allows you to use the landline number also outside the office with the Business Telephony app, for example.

**Efficiency:** With All IP, new service models are possible thanks to which investment and operating costs can be optimised and transparency improved. Simpler work processes, clear structures and mobile access to the company data ensure more productivity and efficiency.

#### Among small enterprises, analogue connections are still very common and also tried-and-tested. Do they need to make the switch, or can the connections still be used without change?

If customers already use the Internet today, they can plug their analogue end devices into the analogue interface of the existing router. The conversion of the connection from traditional telephony to an IP connection does not come at any cost for the customer as a rule, as the connection conversion is made with the change to the new IP-based service. Costs may arise for replacing existing end devices and telephone systems under certain circumstances. What exactly does that mean?

**When will the analogue landline connections be switched to Internet telephony? And by when does each connection need to be converted at the latest?**

By the end of 2017, nearly all residential customers and most business customers will have switched to All IP. The old telephony infrastructure will be gradually decommissioned by region from 2018 onwards. Customers who have not converted to IP products by this time will be switched with the support of Swisscom.

Today, already more than 30,000 customers are switching to IP technology every month. As of summer 2017, more than three-quarters of Swisscom customers (1.7 million) are already enjoying the benefits of IP products.

**Internet telephony has so far been known in the form of Skype and other services, which are offered free of charge. Is telephony via Voice over IP (VoIP) from Swisscom also free?**

Internet telephony such as Skype is not the same as IP telephony of Swisscom, which runs via Swisscom's own network within Switzerland. This results in greater availability and security of Swisscom's IP telephony compared to VoIP telephony of Skype and other services, which run via the World Wide Web.

Depending on the tariff model, it is possible to make calls at a flat rate to all Swiss landline and mobile networks. In addition, there is also a tariff model with free minutes to the landline and mobile networks of the countries of the EU/Western Europe, the USA and Canada (country group 1).

**If a nursing home is not able to buy 70 new telephones at once, is it possible to continue to use the analogue devices? Are there any cheap alternatives to buying new devices, for instance adapter solutions?**

In principle, it is possible to continue to use most end devices. With the SIP-ISDN option of Smart Business Connect, ISDN systems – with a Basic or Primary Rate Interface – can also be connected.

**Which systems will be affected by this switch in the context of nursing homes?**

All systems will be affected that worked via an analogue telephone connection in the past: telephones, faxes, lift telephones, alarm systems, cash card readers, franking machines, building technology systems, etc. Installation experts can help create an inventory. For IP solutions for lift telephones and alarm systems, Swisscom recommends contacting the manufacturer directly. The other applications need to be checked for their compatibility with IP.

**What connections and end devices can no longer be used in my business after the conversion?**

It is possible to continue to use most end devices. Basic or Primary Rate Interfaces will be automatically converted when switching to IP. With My KMU Office, both analogue telephones and ISDN end devices can keep being used. However, to enjoy all benefits of IP telephony, IP telephones are required.

**How can it be that my telephone system was installed only last year and now needs to be changed again already?**

New telephone systems are IP-enabled and can be converted to IP without incurring high costs, or can be connected using an SIP-ISDN converter.

**What costs will my business face for the switch?**

There is no general answer to this question. It depends strongly on the solution chosen, the size of the business, the requirements for the communications solution, etc. The conversion also provides the

opportunity to rethink processes and make them more efficient with the new options. This means that an investment can pay off very quickly.

#### **What will the new IP telephony solution look like for nursing homes and their residents?**

With IP, residents' telephone connections can be integrated directly in the telephony solution, and the residents no longer need to bring their own landline number with them. With traditional telephony, installation was cumbersome, and each resident received their own invoice from their provider. By switching to All IP, the nursing home receives a single invoice, and the residents pay a fixed market-standard amount every month. This makes costs predictable. The additional income can be used for provisions and any infrastructure projects.

#### **How should I proceed in my business for a conversion to All IP? What do I need to consider?**

In a first step, an inventory of the applications that currently work via the analogue interface of the telephone will be created. Then, it needs to be checked whether these applications are IP-compatible. In particular regarding lift telephones and alarm systems, the checks should be carried out together with the manufacturers.

A personal consultation by Swisscom or an experienced Swisscom partner is recommended for the selection of the right telephony solution. This applies regardless of the size or type of the business.

#### **In the event of a power outage, the landline connection will also no longer be available. What can I do about that?**

With IP telephony, a remote power supply is no longer possible in the event of a local power outage. For this reason, the emergency power supply must be ensured locally, where necessary. It must be noted in this context that not only IP-based landline telephone devices will be affected by a local power outage, but also the Internet and TV boxes.

However, with IP telephony, calls can be forwarded to a mobile device. This means you will still be contactable in case of disruption to the service. For business customers, Swisscom has developed products such as My KMU Office (L and M) or Smart Business Connect (XL, L and M) which are fitted with an Internet fail-safe system. If the Internet fails, it allows surfing and making calls via the mobile data network.

Mobile-network coverage is already very high today and is being permanently expanded and improved (also inside buildings and in peripheral regions). Swisscom's mobile network is designed in such a way that independent power supply of at least one hour is in place for 93 per cent of the current network coverage (by 2018, this figure will be 98 per cent). However, this is not the case for all places, but only where coverage must be ensured.

#### **What about data security regarding any fail-safe systems?**

One of Swisscom's top priorities is to protect customer data and calls, regardless of the technology. Swisscom is also legally obligated to do so (Telecommunications Act, Data Protection Act). In principle, it is possible to wiretap customer calls by committing a criminal act, but this is also the case for traditional telephony.

To provide a backup solution in case the telephone system fails, corresponding concepts exist in the area of alerts and nurse/patient call systems that enable the integration of a UMTS (GSM) mobile. This ensures redundancy and a backup concept.

## How are internal telephone systems such as nurse call systems or emergency number systems integrated?

### Nurse/patient call system

As a rule, nurse/patient call systems will not be affected by the conversion. These systems are internal solutions which either work autonomously or forward signals via the telephone system (mobile end devices). This signalling is of an internal nature and has nothing to do with the conversion to All IP, which concerns availability from the outside.

For some customers, further projects are on the agenda alongside the conversion, such as upgrading the infrastructure, the nurse/patient call system and the ICT infrastructure. In these cases, it makes sense to look at ICT issues with the ICT sales consultant or the Swisscom partner from an overarching perspective.

### Emergency number systems

Emergency number systems (as regards internal alerts) for requesting assistance in the event of urgent support for the care staff on site relate above all to internal communications, as is also the case for nurse/patient call systems. This means that they too are not directly linked to the conversion to All IP. However, we also recommend considering emergency number systems from an overall perspective.

### Emergency call devices in the context of assisted living

Nursing homes often also have serviced flats and use analogue emergency call devices for the residents. By switching to All IP, Swisscom offers various solutions under the SmartLife Care label which are UMTS-based and work under 100 per cent monitoring. These connections can be easily changed to modern solutions by the business.

### Possible solutions

#### Smart Business Connect Trunk



With Business Communication Services Trunk, it is possible to make calls via IP with the existing telephone system, both with the tried-and-tested ISDN system or with a modern SIP solution. With Smart Business Connect, telephone systems can be connected directly (SIP-Direct), either via an SIP-to-SIP box or an SIP-to-ISDN box.

### Smart Business Connect Hosted



With Business Communication Services Hosted, you can make optimal use of the benefits of IP communication without having to invest in an expensive telephone system. Smart Business Connect combined with a virtual telephone system is the right offer for you to take advantage of a modern cloud solution without incurring additional maintenance costs but nevertheless staying up to date.

We are looking forward to accompanying you on the road to switching to the new future-oriented technology. For further information, please call 0800 055 055/2 or contact your customer advisor. A glossary of the specialist terms and more information on All IP can be found at: [www.swisscom.ch/ip](http://www.swisscom.ch/ip)  
For further information on Swisscom in the health-care sector, please visit: [www.swisscom.ch/health](http://www.swisscom.ch/health)