

# Communication systems

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Holistic solutions in  
the healthcare sector



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## About Schrack Seconet

We are a high-tech Austrian company dedicated to protecting people and property. As part of the Swiss Securitas Group, we are among the leading international suppliers of **fire alarm and communication systems**. With passionate personnel, innovative technology and forward-looking concepts that are always geared towards people's needs, we find the right protection solution for every situation. You benefit from our claim to make living areas more convenient and safer.

### As a premium safety provider we guarantee you ...



... technical competence and high-quality performance



... innovative technology and high-quality products – developed and produced in Austria and Germany



... customised total solutions for individual requirements



... life cycle support for smooth operation over decades



... certified technology partner quality with highly trained staff



... outstanding customer service and customer focus through branches and partners in more than 70 countries

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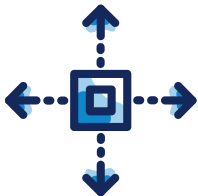
# Innovative solutions for management, personnel and patients

Modern healthcare facilities are facing high demands – patients expect first-class medical treatment, compassionate care and an environment where they can feel good. These requirements mean enormous commitment and administrative work for hospitals, nursing and care homes, psychiatric institutions and assisted living facilities. Innovative communication solutions make internal processes more efficient: Schrack Seconet specialises in call systems, real-time localisation as well as TV and multimedia and makes healthcare facilities safer and more comfortable thanks to state-of-the-art technology.



## Quality

Schrack Seconet communication systems are certified and meet the highest quality standards. The solutions are always focused on the real requirements of future users and ensure the highest level of quality in both hardware and software. Starting with the management and administration, through to the care staff and doctors. The most valuable asset is the time saved thanks to our systems – for better quality of care and for the benefit of the patients.



## Efficiency

The requirements for health facilities are multifaceted and complex: Schrack Seconet supplies complete systems that take into account the needs of the entire life cycle of a facility – from planning to implementation to future expansions – right from the start. This includes professional, customer-specific advice as well as all relevant aspects in the field of installation, commissioning, service, maintenance and repair. This forward-looking vision maximises the benefits of the implemented solutions, ensures the long-term compatibility of products and translates into maximum efficiency.



## Security

Schrack Seconet offers the right solution for every requirement in terms of protection and convenience, ensuring the security of patients and care staff – from small doctor's practices and public facilities to complex, networked applications in large hospitals or nursing homes. Nothing is left to chance: Concepts are developed hand in hand with on-site support staff, systems and products are developed in-house and support is based on many years of experience and competence.

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# Future-proof thanks to IP technology

The health sector is another area that cannot escape the trend towards digitalisation. If you want to be fit for the future in this area, you must rely on modern technologies: Schrack Seconet's Visocall IP call system helps hospitals and other care facilities deliver highly responsive care. Extensive call and emergency call functions, direct speech connections to patients and colleagues as well as the possibility of specific voice announcements sustainably help to maximise patient safety. Additionally, the system impresses thanks to the highly resilient architecture, modern look-and-feel and complete scalability.

## More than a call system – for care staff & patients.

Whether it be for communication, organisation of care, information, entertainment or service – Visocall IP combines all relevant requirements together into one system. This makes life easier for all personnel involved in the care process.

### More efficiency for the care staff:

Patients can carry out simple services without any assistance, and patients requiring more intensive care can be nursed better.

### More convenience for patients:

Numerous applications – including direct communication with the care staff or control of the choice of entertainment – make the patient's stay as pleasant as possible.

### More security for everyone:

Targeted alarm notifications allow for quick and efficient action at any time.

## Intelligent solutions – simple, functional & efficient.



IP technology and system integration come with many advantages: A powerful network for a wide variety of services and functions saves a large number of individual installations, cabling expenditure and investment costs. This offers higher availability and reduced maintenance and operating costs over the entire service life of the system. Simple data exchange, in turn, overcomes conventional barriers and allows the smooth interconnection of a wide variety of disciplines. Furthermore, the system integration with FULL IP and the decentralised structure make a total failure of the system impossible.



### **Cost-effective in construction and operation**



- A secure, modular and expandable system structure provides planning freedom for all healthcare functions and services.
- Plug-and-play modules reduce the effort required for commissioning and maintenance.
- Durable and maintenance-free products keep the systems running reliably.

### **For all forms of organisation in the health sector**



- The systems are suitable for centralised, decentralised and mixed organisational forms.
- Care is organised by different wards, with no boundaries.
- Call prioritisation allows quick and targeted responses (to emergency calls, heart alarms, etc.).
- The wide range of devices allows exact adaptation to the care needs.
- Intuitive devices make things easy for personnel and patients.

### **Reliable, standard-compliant and safe**



- Highest level of reliability due to decentralised, intelligent electronic components.
- Redundant structures for uninterrupted system availability.
- Clear prioritisation of network services using quality-of-service.
- Permanent and automatic function control.
- Certified according to VDE 0834 and meeting the highest requirements in terms of security and reliability.



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# Direct communication – more time for care

Modern communication systems lay the foundation for hospitals, rehabilitation clinics or nursing homes to function smoothly. The more efficient the connection between the personnel involved in the care process, the better the quality of care. Schrack Seconet's Visocall IP system enables patients to be cared for according to their needs: Through speech output, care staff can communicate immediately, reassure patients quickly and react in a targeted manner. Patients feel optimally cared for thanks to the fact that they have a "direct line" to the personnel.



**Without speech connection**



**With speech connection**





### More satisfaction thanks to “short distances”

In health facilities, patient care is the top priority: Personnel can walk up to 15 kilometres in a single shift while carrying out their care duties. On average, the care staff need one hour per day just to answer the calls in the staff room. It's obvious that each step they don't have to take saves energy and time, which can then be spent on patients. Targeted information transmission improves coordination and makes **work processes more efficient**: For example, two or more caregivers can be prevented from responding to a patient's call at the same time. Analyses show that with Schrack Seconet's Visocall IP system, **routes can be reduced by 30-50 %**. This increases the satisfaction and well-being of patients and personnel!

### Security through distance

Being close to people is important for the healing process. However, there must be caution when caring for infectious patients: In the case of quarantined patients, the aim for personnel is to keep face-to-face visits to a minimum while still ensuring a high quality of care. In these situations, direct speech connection shows off its strengths. The Visocall IP devices in the staff room, in all rooms and by the patient beds have integrated VoIP communication, are convenient to use and offer maximum security for patients and personnel.

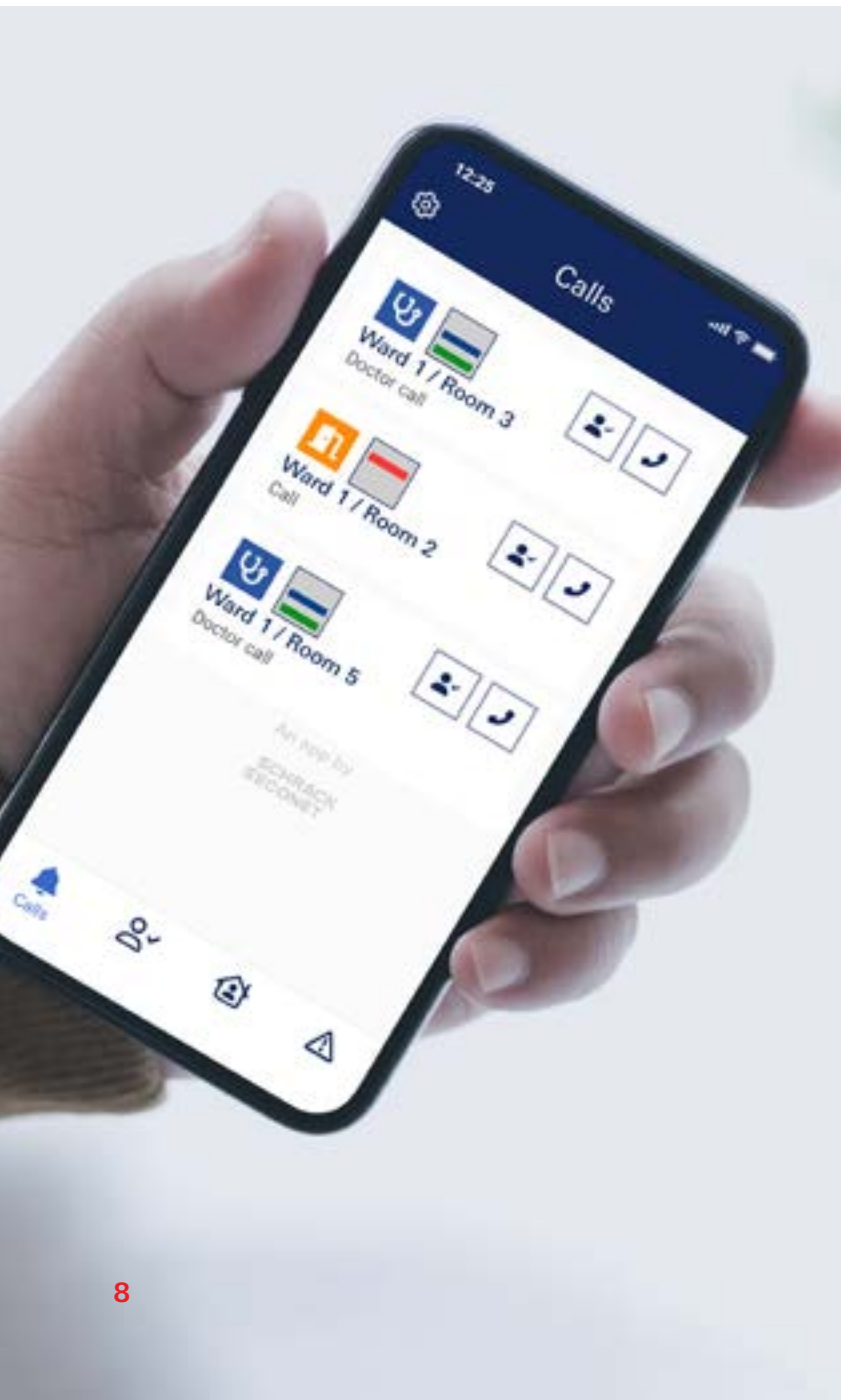
### The benefits at a glance

- Easy communication between personnel and patients makes everyday life easier.
- Optimal coordination between personnel promotes efficiency.
- Permanent availability provides patients with a sense of security.
- Limited contact protects the personnel.

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# Visocall Mobile – quick, location-independent and convenient

Professional communication systems increase the quality of the care process. The Visocall IP system from Schrack Seconet already optimises processes across the departments, makes cooperation more efficient and saves costs. When combined with the innovative Visocall Mobile app, the system has even more impact. With this, voice calls – from patients and colleagues – can be accepted, processed and cancelled easily and quickly, no matter where you are. The results are even shorter distances for the care staff as well as more convenience, mobility and flexibility.



## Less stress

Simple communication, location independence and process optimisation have been proven to reduce stress in the daily work of care staff – which is exactly what the Visocall Mobile app is designed to do. Many useful functions ensure that an overview is maintained at all times and security is guaranteed. Visocall Mobile is, by the way, a secure on-premise solution – this means that all data and user accounts are stored locally on the server.

## Intelligent app functions

- Active push notifications
- Location-independent speech connection with patients
- Room overview at any time with display of current status
- Accepting and cancelling calls
- Practical additional features such as day/night mode for optimum visibility or reminder modes
- Compatible with different mobile devices – for iOS and Android
- Available in different languages

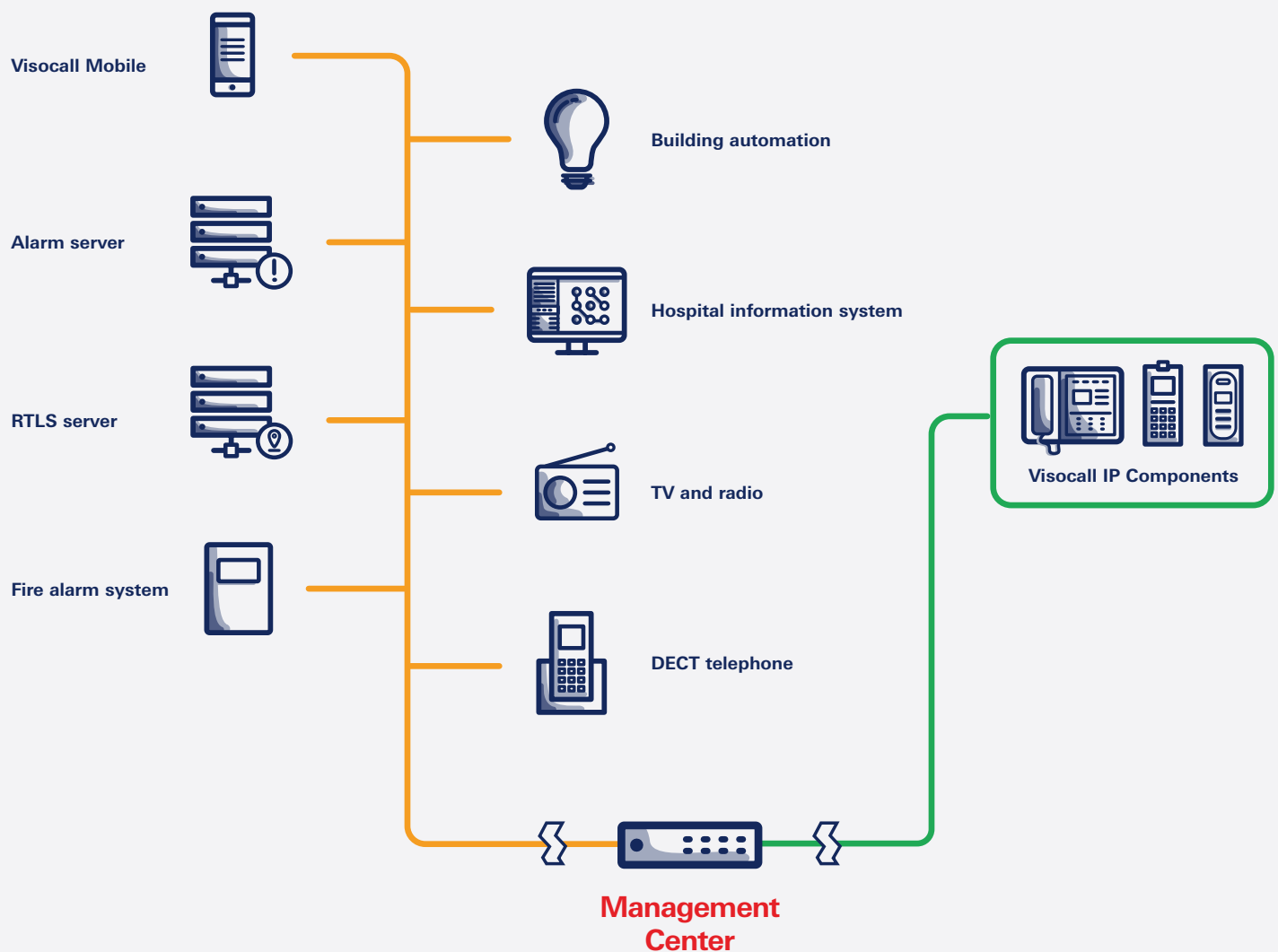


# System integration – more possibilities, less costs

Stand-alone solutions in healthcare facilities no longer meet the requirements in terms of functionality and complexity. In their place are modern, integrated systems that work using IP technology and ensure higher availability as well as reduced maintenance and operating costs over the entire service life of the system. Simple data exchange using the Internet protocol overcomes conventional barriers and enables the smooth interconnection of various disciplines: On the patient side, this can be the control of lighting, shading or entertainment, for example. In turn, personnel can receive important messages – such as a silent alarm from the fire alarm system or an indication from a Real Time Localisation System.

Unlike many other systems, Visocall IP has been rebuilt up as a FULL IP system from the ground. Only entire IP solutions – from the Management Center right down to the patient handset – can deliver the full benefits of IP.

## System integration and interfaces



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# More freedom of movement for patients and residents

How we understand care has changed a lot over the years: We've moved away from passive, space-bound care towards comprehensive health promotion that encourages independence, activity and mobility. The possibility of real-time localisation has been providing reliable protection for patients and residents for almost 20 years and ensures the highest level of quality of life and independence. The Real Time Localisation System (RTLS) Securwatch by Schrack Seconet is well-proven and convinces users with high security and communication standards in the health and care sector.

## Mobile all-round protection

Hospitals, elderly care and nursing homes, psychiatric clinics, geriatric facilities and rehabilitation, assisted living and facilities for people with special needs: They are all concerned about the well-being of their patients and residents. Healthcare facilities that rely on Securwatch are also able to provide patients and residents with a particularly safe place with maximum freedom of movement. The Real Time Localisation System is impressive thanks to the fast, targeted information – with a transponder on the wrist, it becomes a "technical guardian angel". Whether it be an assistance call, emergency staff call, runaway protection or position determination: Patients benefit from reliable functions that can be individually adapted to their needs. Sabotage protection, battery monitoring, the automatic cancellation of a call, the escort function when a patient is accompanied by a carer and the interface to Visocall IP are other important features of Securwatch. By the way, this level of security also takes some of the burden from the care staff.



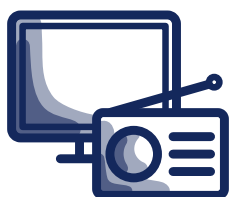




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## Wholesome entertainment for patients

The changes in the healthcare system are undeniable: Hospitals are moving with the times and are increasingly gearing their room concepts to the needs of their patients. Modern hospital rooms are no longer just a place for "bed rest", but also offer entertainment at the highest level. Whether this is TV, radio, video-on-demand, eMagazines, internet or games: Entertainment distracts the person in recovery and increases their well-being. Satisfied patients, in turn, benefit the care staff.



### All-inclusive entertainment

Schrack Seconet's TV and multimedia solutions include a modular information and entertainment system and meet the modern requirements of hospitals. Whether that's room TVs or TVs directly at the patient's bedside, the operation and sound output via the patient handset offer a lot of convenience and do not disturb other patients on the ward. Multimedia services also range from video-on-demand to food or shop orders to health diagnoses, therapy information and much more. All patients can choose from the comprehensive range of entertainment and services.

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# Function & design – intuitive, safe and hygienic

Schrack Seconet's products all score points thanks to their intuitive operation and appealing design as well as the fact that they function fault-free and comply with hygiene requirements. Due to its nature, the material of the products can withstand the stresses in the hospital for a long time, is antibacterial and easy to maintain. Numerous design and installation options adapt perfectly to any room situation and, in doing so, meet different requirements.



The combination of long-term solutions and modern transmission technology also has positive effects on the patient environment:

- Fewer cables, sockets and appliances
- More space and order
- Easy cleaning

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## Added values of Schrack Seconet Hospital Communication



### **ALL-IN-ONE**

Tailored for everyone involved in the care process – more time for care.



### **Care communication**

Various call levels and direct speech connection provide quick help and security.



### **Fully comprehensive IP technology**

Visocall IP – basically built on a fully comprehensive IP technology.



### **Open platform and software modules**

Manufacturer-independent "any to any" connection, environmental control, software add-ons.



### **Future-proof thanks to system integration**

System integration with IP technology creates new possibilities and high cost savings.



**Unique redundancy concept**  
Provides maximum security as well as many outstanding practical benefits.



**Flexible and modular portfolio**  
Designed for the clinical environment – made for patients.

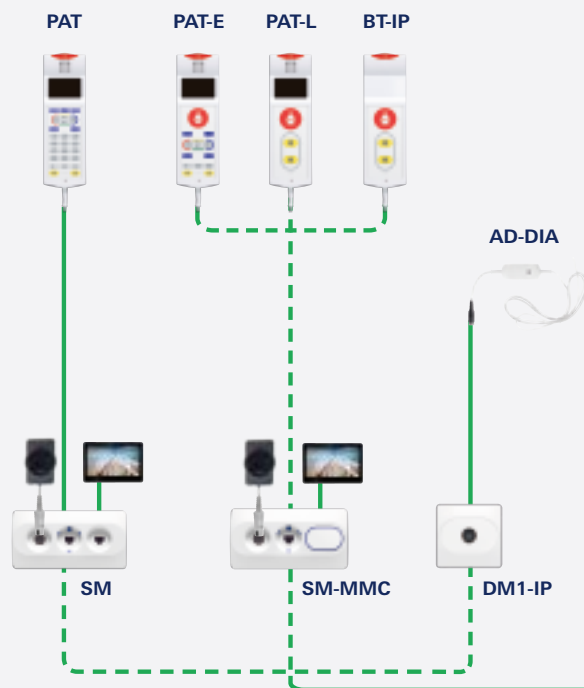


**Maximum service life**  
Extensions and modernisations over decades.

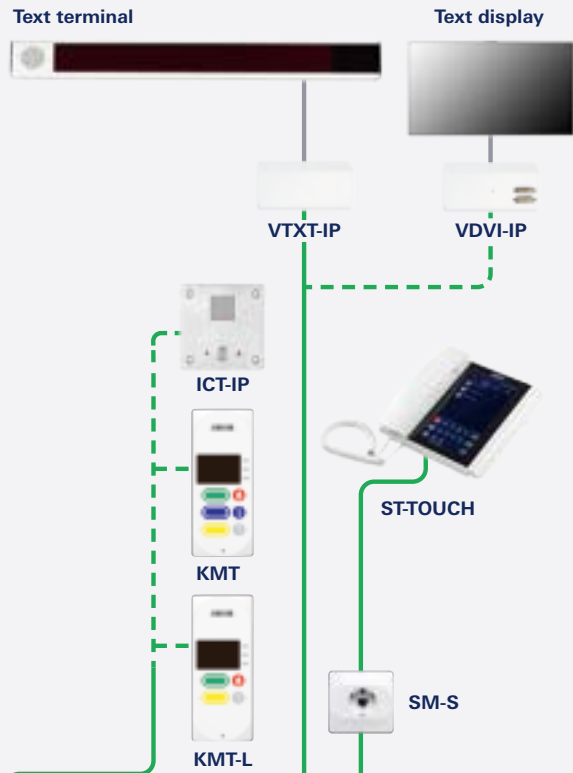


# The system at a glance

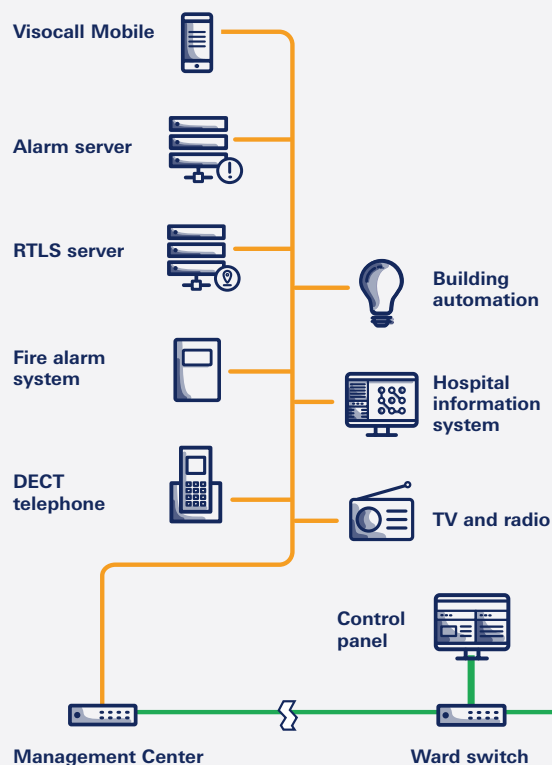
## Patient handsets



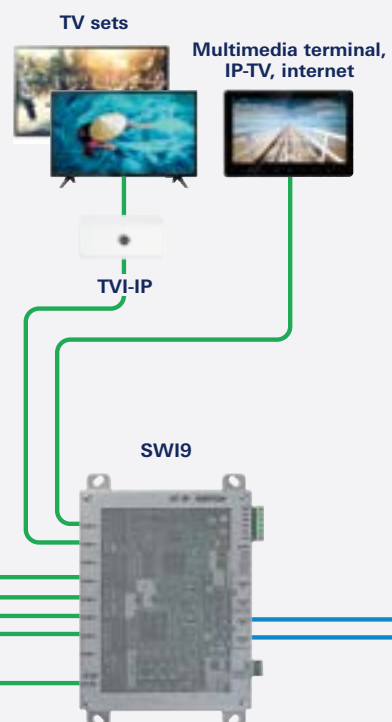
## Indication and operating panel



## Sub-trades and interfaces



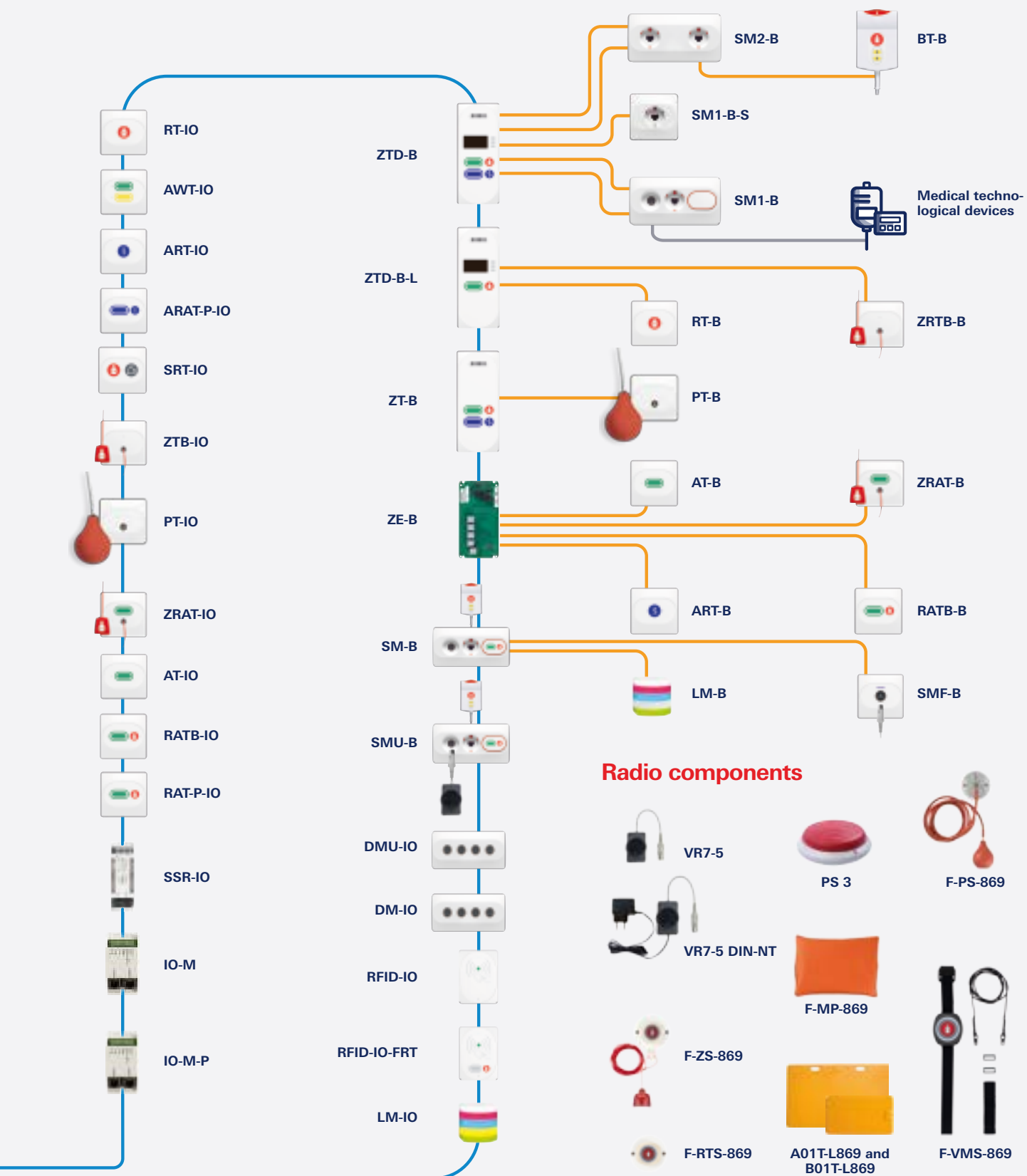
## TV and multimedia



## IO-bus components

## Basic components

## Radio components



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Subject to technical modifications!  
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