



Reference project



Klinik Zugersee relies on a hybrid solution for optimal personal protection - the flexible alerting solution MobiCall in action

Reference project: Triaplus AG

The renowned Klinik Zugersee, center for psychiatry and psychotherapy of Triaplus AG, has complex requirements for personal protection, fire and building alarms and indoor positioning. An innovative hybrid solution was developed in cooperation with Swisspro and New Voice. Each individual need is configured specifically for the building and alarm topic and adapted for each employee. Thanks to the simple expansion, any number of other houses and employees can be included in the process, thus allowing investment protection in the future.

Triaplus AG combines basic psychiatric care for adults, children and young people in the cantons of Uri, Schwyz and Zug. Its offers are spread across the entire concordat area with a total of seven locations and ensure the care of the approximately 316,000 residents of the three cantons. The Zugersee Clinic in Oberwil is the leading competence center for inpatient psychiatry and psychotherapy in Central Switzerland.

Anyone who only wants to find out a little bit about Triaplus AG will quickly notice the importance of safety from the quality management point of view: "Our risk management focuses on patient and employee safety and compliance with legal requirements" Psychiatric clinics in general have a special need for Safety: for both patients and employees. This is also the case at Triaplus AG.

Assaults cannot be completely avoided in a psychiatric facility, so employees must be able to make emergency calls quickly and easily. These must also be localized precisely in order to be able to provide targeted assistance.

So far, emergency calls have been triggered with an outdated system, which is too tedious and difficult in an acute, urgent emergency. Project manager Christian Kieliger describes the criteria for an innovative solution: "It must be possible to raise the alarm quickly and easily, because in an emergency there is not much time to think. It must therefore be triggered at the push of a button and in some cases it must be possible to locate the person seeking help in the exact room. In addition, despite the importance that security has, we have limited investment budgets at our disposal, which is why we want to use the existing infrastructure as sustainably as possible."

In some cases, the terrain requires a floor-level accuracy for positioning, in other cases up to room-level accuracy. When it comes to larger treatment and recreation rooms with enough staff, it is sufficient to know the floor in order to be able to act as quickly as possible. The conventional, coarser DECT technology is used here. However, there are also more serious cases of patients who are housed in individual rooms because of the danger to other people.



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In these critical rooms, the precise room position is determined thanks to MobiCall.

Project discussions with Swisspro began about two years ago to find a new, innovative solution for this special requirement. It quickly turned out that the MobiCall alarm server, combined with the New Voice DNA of offering simple solutions to complex challenges, would offer the safest solution.

An extraordinary hybrid solution

MobiCall offers an innovative combination of DECT telephony and MobiBeacons. MobiBeacons are the wireless BLE transmitters offered by New Voice with unique battery life and easy installation. The hybrid solution also allows easy alarm triggering at the touch of a button on the DECT telephone, as well as precise alarm reception including a site map image on the smartphone via MobiCall.App. MobiCall.App allows efficient information distribution, easy handling and can be used flexibly.

The execution of the project was extremely easy on the Triaplus AG side: Site plans of the buildings are already available and can be shared with New Voice in their existing form. Thanks to MobiCall's automatic zone generation, New Voice now only has to name the zones according to the customer's instructions. With the innovative drag-and-drop functionality, the antennas and MobiBeacons are indexed and named on the site plan.

The New Voice team around physicist Luca Barbati has been working on new developments for New Voice for many years. Thanks to his expertise in the field of mathematics and wave propagation, a completely new approach was chosen so that not only the position can be calculated from the signals of the DECT antennas and MobiBeacon, but that there is also an instant switch between indoor and outdoor. The MobiBeacons are only used where they are really needed. Otherwise, MobiCall uses the existing DECT infrastructure.

The installation of the MobiBeacons is quick and easy and allows a direct test during installation. The unique battery life allows an extended period without changing. Since the MobiBeacons are used here for the critical areas, an impact-resistant housing offers protection against the effects of violence.

Flexible expansion options in the future

This innovative hybrid solution of different technologies enables Triaplus AG to put an all-encompassing security solution into operation: reliable and secure, room-specific and intuitive as well as cost-optimized and resource-friendly. This means that the investment is protected for the future: if more accuracy is required, additional MobiBeacons can simply be added to the existing infrastructure - with minimal effort.

Thanks to MobiCall's platform-based approach, Triaplus AG can respond flexibly to changing requirements. Christian Kieliger is reassured at the end of the project: "The collaboration with New Voice was a complete success. With the implementation of the MobiCall solution, we guarantee compliance with our security standards"

About New Voice

New Voice International AG is a global system integrator and solution provider in the areas of emergency, security and business process communication, IT and automation. Thanks to comprehensive networking between machines, devices, sensors and the responsible personnel, the core product MobiCall allows all strategic business processes or business-critical communication to be automated. Since it was founded in 1991, New Voice International AG has implemented more than 7,000 systems worldwide in close cooperation with major telecommunications companies, leading manufacturers, system integrators and providers of security software. Experience, expertise and an exceptional network guarantee efficient and secure solutions for critical systems and processes.