

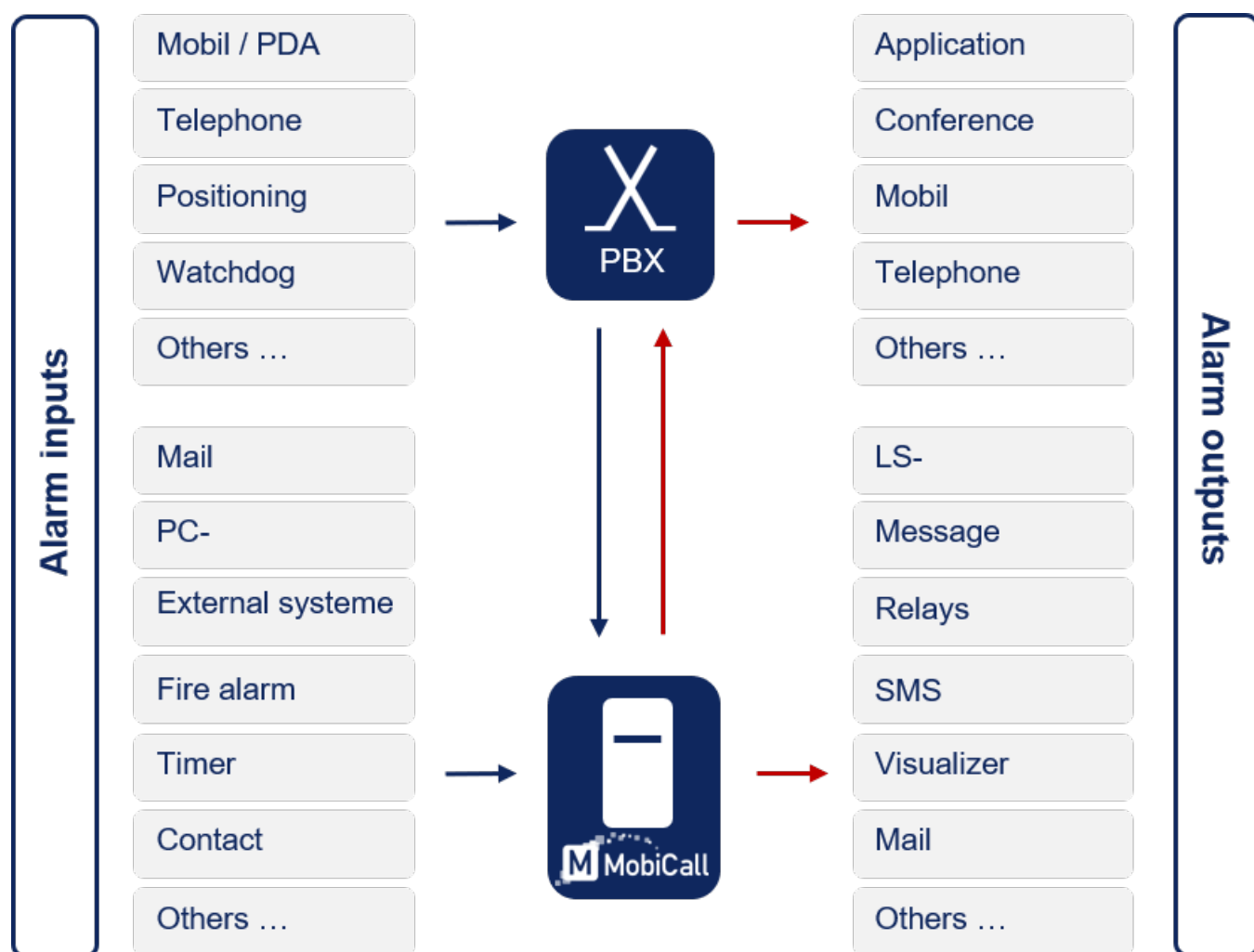


# Johannes-Diakonie focuses on reliability and flexibility with MobiCall

Johannes-Diakonie is a social service company. It is committed to helping people: in the care of the disabled, in health and medicine, in education and training as well as in youth and elderly welfare. In more than 40 locations in the north and west of Baden-Württemberg, it provides assistance for people who need support.

In order to bring the outdated security infrastructure up to date, Johannes Diakonie contacted SKC Seiler & Klimpel Communication as early as 2015. Investments should be made in mobility and efficiency, safe evacuation in the event of a fire and employee protection. Absolute reliability and flexibility were further requirements for the system. In order to facilitate the daily tasks of the approximately 3,200 employees and, at the same time, to meet the high security and patient protection requirements, the MobiCall alarm server was installed by SKC eight years ago. Detailed alerting processes were jointly defined in advance:

Patients trigger the alarm as a nurse call at the touch of a button, and the employees of Johannes Diakonie can react quickly and reliably. In addition, a remote control is provided for non-mobile residents. Employees receive the alarm on mobile devices and can thus move freely instead of guarding the duty room. In addition, details such as the exact location are now sent. This not only increases the efficiency of business processes, but also relieves employees and improves the quality of care at the same time.



In addition, reliable **evacuation** in the event of a fire is indispensable. Since many residents are people with disabilities who are dependent on help in dangerous situations, panic should be prevented as far as possible. In this case, the Johannes Diakonie has opted for a silent alarm in case of fire. Only the staff receives the alarm and accompanies the evacuation in a practiced and calm manner. If this alarm is triggered by the BMA, every phone at the location rings and shows on the display where it is burning. If you pick up the phone, you will receive an announcement with further information. Currently, 1,056 different alarms are defined. In this way, the right people are reached for every alarm.

**Anytime.**

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The focus on the safety of employees requires an emergency call solution that enables rapid assistance with the help of DECT localization. Old nurse call systems that called DECT telephones via analogue connection lines are being upgraded with a modern alerting solution. The Alcatel 8262 DECT terminals are in use, which are ideally suited for both the „emergency call button“ and „man down“ functions. If an alarm is triggered, the nearest DECT transmitter indicates the location for locating those seeking help. „For about 6 years, Johannes Diakonie has been working on an alarm and evacuation concept. These ensure that employees can immediately identify the alarm triggering area in the event of a fire alarm. These concepts are part of the building permit for the corresponding buildings. In order to be able to meet these requirements at all

times, a fail-safe alarm system and routing system is necessary. For these reasons, Johannes Diakonie operates two alarm servers in order to ensure the highest possible availability of the alarm servers. This is the only way that Johannes-Diakonie can meet its requirements to guide staff to an alarm area in a targeted manner. This is a basic requirement to quickly get people with disabilities out of the danger zone in the event of smoke developing. It also gives the staff the emotional security of being particularly well prepared for a possible emergency,” says Mr. Gotthard Tretter, expert for preventive fire protection. „These alerting and evacuation concepts have met with a very high level of approval from all employees. The staff trusts in the functionality of the corresponding equipment. These have already proven themselves several times: When the „Haus Morgensonne“ residential offer was first connected in 2015, further facilities followed at regular intervals. We now have 43 locations.“ Since then, the system has been tested daily. In addition to the automated watchdog process, which constantly monitors the interfaces, an ESPA interface test takes place daily at 10 a.m. at BMA's headquarters in Schwarzach. In case of an abnormality, an e-mail will be sent.

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In addition, all locations are connected via interfaces to a central, redundant system. A geo-redundant system with a master and supervisor at different locations provides resiliency and thus a high level of availability. Ms. Annette Piecha, Head of Communications & Traffic, is satisfied: „The good all-round support provided by our long-standing partner SKC is also the perfect combination with the MobiCall system for us.“

### Technological highlights

- 44 ESPA interfaces for BMA and nurse call
- 22 contact couplers for BMA, emergency exits, external systems
- 1.056 alarms
- WAGO 750-352 for BMA, heating & door control
- MobiCall Release 12
- Text-To-Speech
- DECT positioning mit Alcatel 8262
- Approx. 500 Alcatel Lucent 8262 DECT handsets in daily use



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**New Voice is the pioneer of Unified Alarm Event Communication. The core application MobiCall is the central software platform for alerting, evacuation, information distribution and positioning in a professional environment. We develop the perfect solution for each customer and their specific needs. The networking of machines, devices, sensors and the responsible personnel ensures the rapid transmission of important information.**



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**For more than 35 years, SKC Seiler & Klimpel Communication GmbH has been developing individual solutions for the business communication and network infrastructure of large and medium-sized companies - on-site and in the cloud. As certified partner of well-known manufacturers, SKC supports more than 700 telecommunication systems in Germany and Europe. Customers particularly appreciate the reliability and speed of our partner.**

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