

FUTURE READY SMART HOSPITAL

OPTIMIZING THE CARE PATHWAY
FOR BETTER OUTCOMES

DECEMBER 2025

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HEALTHCARE TRENDS - FUTURE READY SMART HOSPITALS CHALLENGES

2025 GLOBAL HEALTH CARE OUTLOOK - DELOITTE

DIGITAL TRANSFORMATION, LABOR SHORTAGES, DRIVE EFFICIENCIES AND IMPROVE PATIENT EXPERIENCE

Digital transformation

- 90% of surveyed C-suite expect to use **digital technologies to accelerate in 2025**
- 78% of respondents indicated that enhancing **cybersecurity** is a priority



Global shortfall in health care workers

- The projected shortfall of healthcare workers globally will be 10 million by 2030
- 69% of respondents expect to invest in **workforce retention and engagement**

Drive efficiencies

- 70% of C-suite said that **improving operational efficiencies and productivity gains** will be priorities in 2025



Improve patient experience

- 72% of health system executives listed **improve consumer experience, engagement and trust**

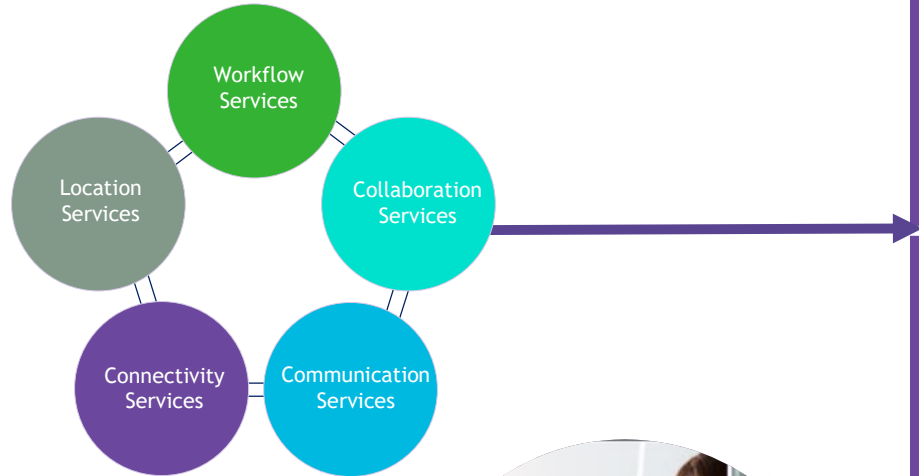


Adoption of virtual care (digital front door)

- 88% health system executives expect the expanding adoption of **connected care delivery and virtual health**
- 65% of respondents view virtual care as more convenient than in-person care

ALE VALUE PROPOSITION

ALE HEALTHCARE SERVICE PLATFORM

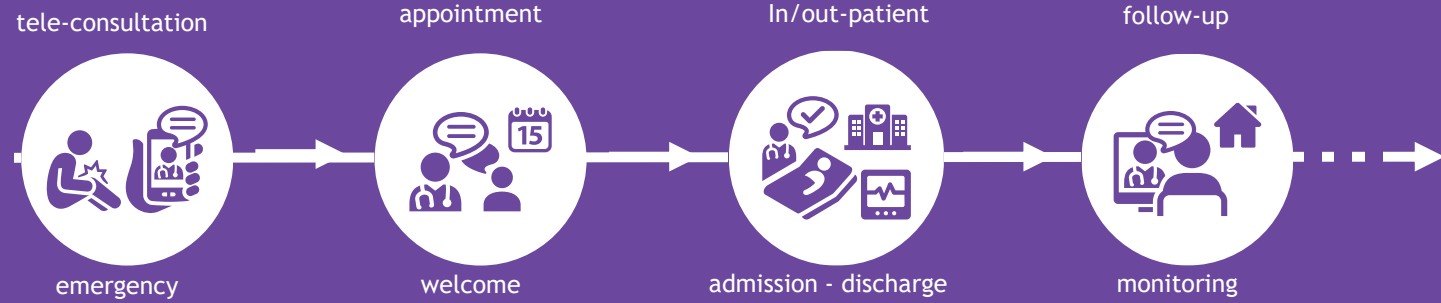


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Enterprise



 Healing patient experience

OPTIMISING THE CARE PATHWAY FOR BETTER OUTCOMES



 Redefined care delivery



 Efficiency, safety, security, privacy

HEALING PATIENT EXPERIENCE



OFFER HEALING PATIENT EXPERIENCES



Appointments taking & reminder
Web portal integration



Welcome and greetings



Attendant console 4059EE

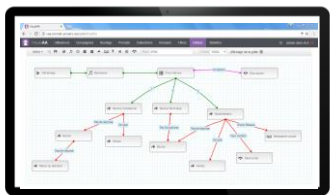


Click & Connect

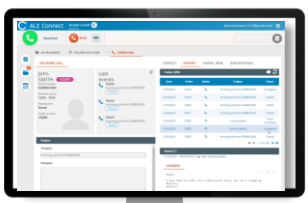


Room device

Anti-bacterial room phones



Contact Center



8088



High-End devices



Stay connected with the patient
Before, during and after the stay

+ ALE connect



HEALING PATIENT EXPERIENCE

BETTER COMFORT FOR THE PATIENT & VISITOR DURING THE STAY AT THE HOSPITAL

Communication services



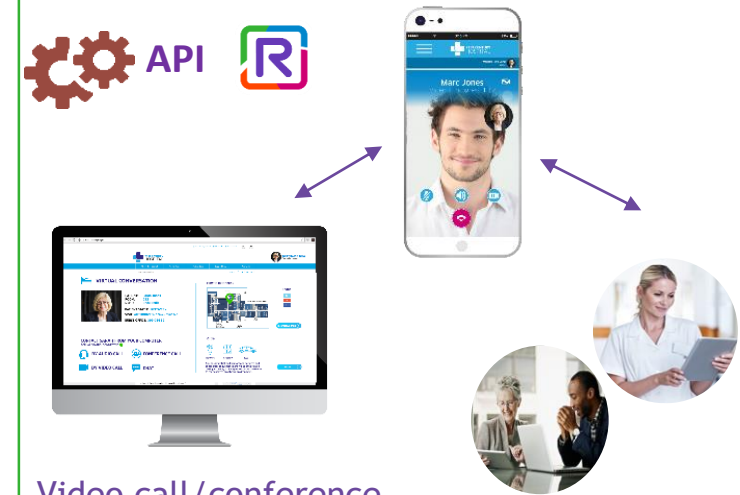
Connect the patient with an agent from a kiosk

Hospitality-like services



High-end touch-screen DeskPhone for hospitality services

Be reachable anywhere in the hospital







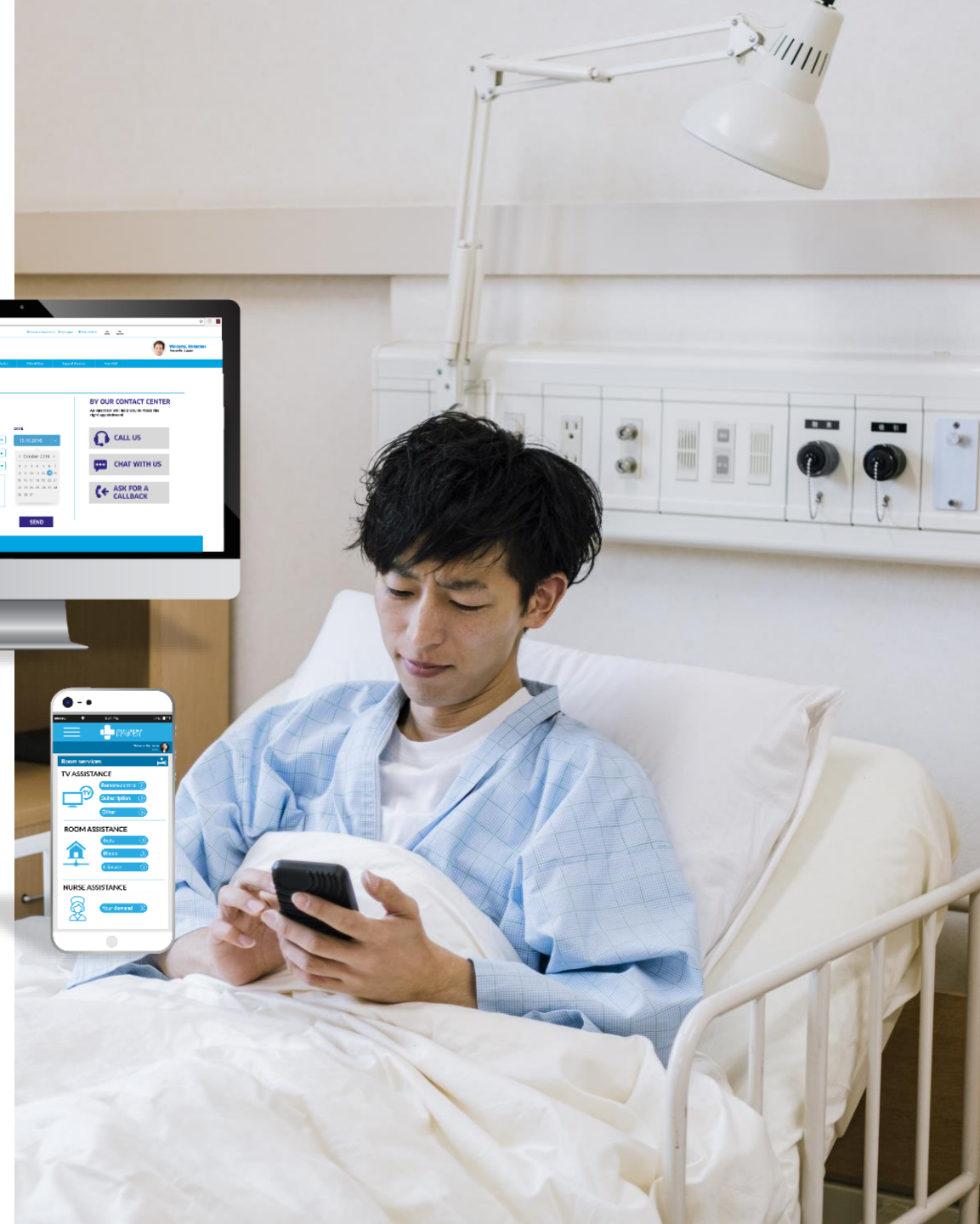
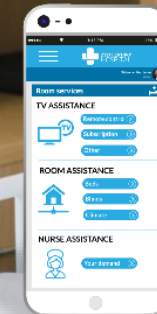
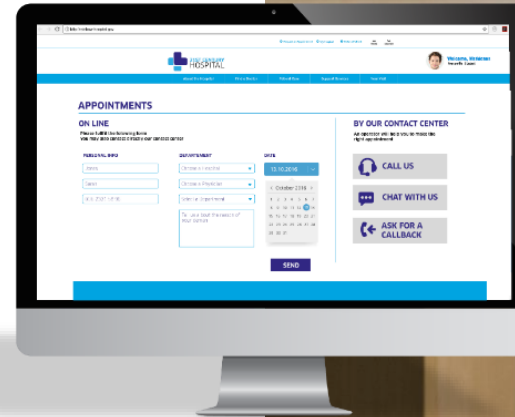
Video call/conference between patient and family or helpers using Rainbow CPaaS through the hospital portal

Connect the patient with the right services according to the request type

HEALING PATIENT EXPERIENCE

WI-FI AND WEB ACCESS - STAY CONNECTED WITH FAMILY, FRIENDS & SOCIAL MEDIA

- ▶ Secure patient/guest access
- ▶ Social login    
- ▶ Multi-lingual captive portal
- ▶ Guest portal branding and customization
- ▶ Credential creation by guest operator, sponsor employee, guest self-registration
- ▶ Guest service levels (Standard / Gold / Platinum member etc.) and data quotas
- ▶ External captive guest portal integration

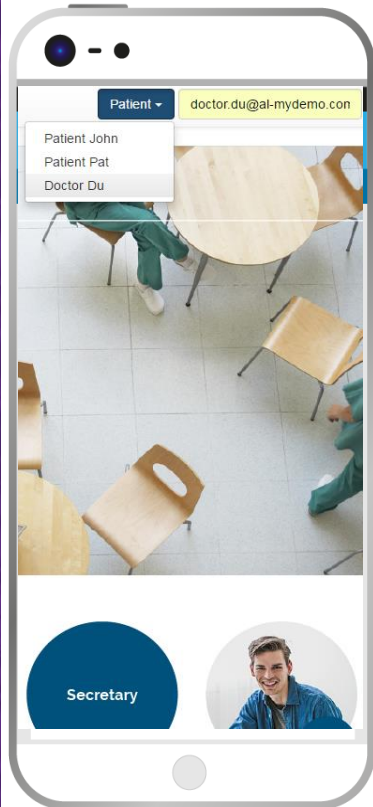


HEALING PATIENT EXPERIENCE

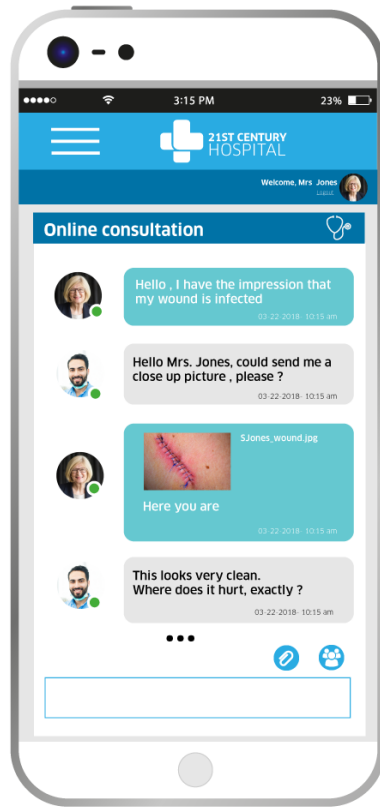
PATIENT POST-DISCHARGE FOLLOW-UP API



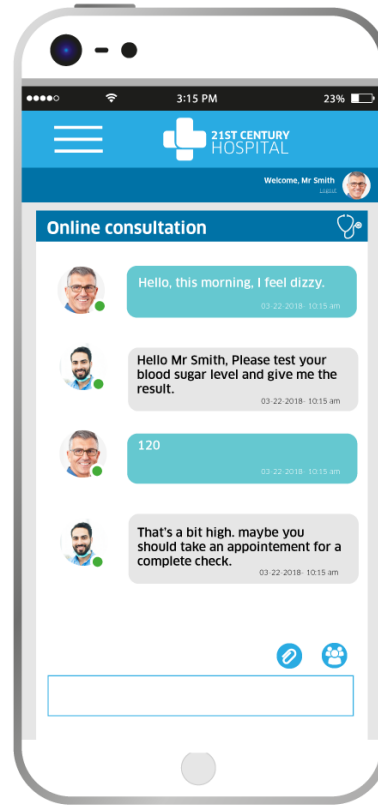
Teleconsultation



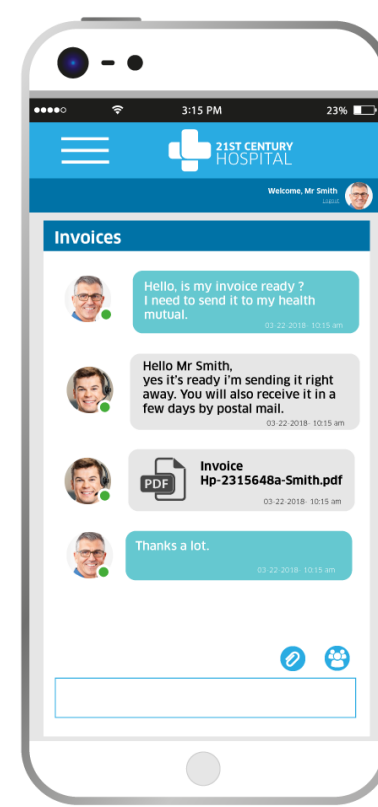
Peri-operative follow-up



Chronic disease monitoring



Administrative follow-up



Keep the link with the patient

First answer to urgent request (Night/Week-end)

Can be used to provide a triage system for same-day appointment

Monitor patient condition

Connect to IoT and AI

No input error and the information processing goes much faster

REDEFINING CARE DELIVERY



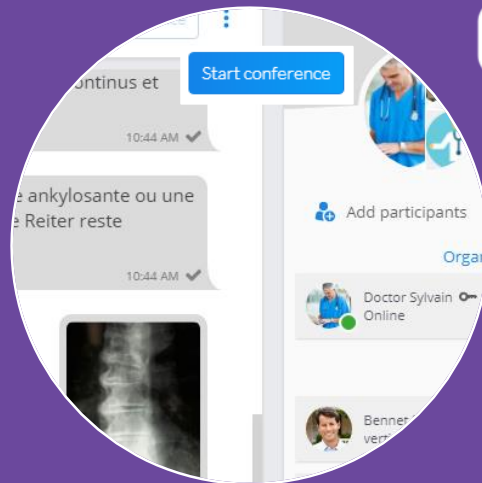
REDEFINING CARE DELIVERY

INCREASING THE CLINICAL STAFF EFFICIENCY

- With Rainbow:
- Simplified User Interface
 - Easy Audio/Video conference
 - Secured Collaboration services (GDPR, HDS, HIPPA)



Real-time communication



Full-fledged collaboration



Most doctors use smartphones - sometimes their own and medical app



Mobility & contextual notification



8254 DECT

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REDEFINING CARE DELIVERY

RAINBOW APPLICATIONS FOR HEALTHCARE

Smart-Building



Asset tracking



People tracking



Appointment

Telemedicine



Global collaboration team



Patient monitoring

EMR/EHRs
Patient portals
Clinician portals

Ambulatory/Peri operative care

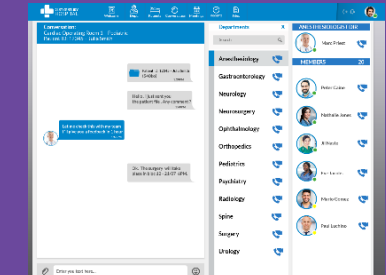
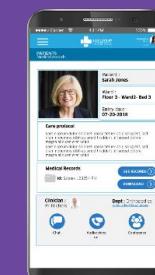
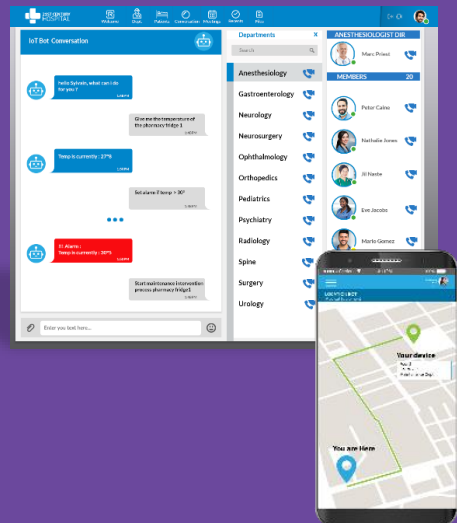
Care planning

Inpatient self-services and infotainment

Long-term care social network

Medication management

Communication





EFFICIENCY - SAFETY - SECURITY - PRIVACY

EFFICIENCY, SAFETY, SECURITY, PRIVACY

HOW DOES ALE MEET THESE REQUIREMENTS?

High performance, resilient and secured IoT Networks

- High availability and reliability
- Designed for IoT
- Very high bandwidth
- Operations & analytics
- Zero-trust security

Communication system security

- High availability and reliability
- Possibility to mix IP and digital/analog technologies
- Authentication and encryption
- Standards and regulatory compliance

People assets and buildings protection

- Receive alarms from people, connected buildings or medical equipment (asset tracking and contact tracking)
- Targeted or mass advanced audio notification with event location
- Audio recording

Digital transformation Processes optimization Hospital ecosystem openness

- API to bring communication in business applications and hospital processes
- API to connect to IoT, third-party AI, Asset Tracking to provide a location context to clinical and operational processes in the hospital
- Cybersecurity



Optimizing the care pathway

We help you Connect your patients, staff and healthcare ecosystem by delivering technology that works across and beyond facilities



WHY ALCATEL-LUCENT ENTERPRISE & KEY TAKEAWAYS

COMMUNICATIONS SOLUTIONS FOR HOSPITALS



Healing patient experience

- Welcome 4059EE (option: Soft Panel Manager), Visual Automated Attendant (VAA), Click & Connect, Appointment app
- Hospital stay Room DeskPhone (8008, VTECH set), ALE x00 high-end deskphone
- Digital engagement Rainbow CPaaS



Redefined care delivery

- Collaboration Rainbow UCaaS (cloud)
- Mobility
 - Rainbow on smartphone
 - DECT 8234, 8254, 8244 & 8262 handsets, base station IBS & IP-xBS
 - VoWLAN device 8158s/8168s
 - Softphone ALE softphone & UCaaS (Cloud)



Efficiency, safety, security, privacy

- Communications system OmniPCX Enterprise (OXE)
- Operation optimization & processes (integration with API) O2G, Rainbow UCaaS/CPaaS
- Protection of people and assets, OmniPCX Record, Visual Notification Assistant (VNA)

NETWORK SOLUTIONS FOR HOSPITALS



Healing patient experience

Digital engagement:

- Secure / high performing Wi-Fi for patients and visitors
- Guest access enables simple and quick onboarding



OmniAccess Stellar[®]
WLAN connectivity



OmniSwitch
LAN connectivity



Redefined care delivery

- WLAN to connect variety of IoMT, medical equipment and clinician devices on the move
- Asset tracking reduces time to locate people and assets
- Enables more time to spend with patients

OmniAccess[®]
STELLAR
— ASSET TRACKING

OmniVista Terra



OmniVista Cirrus
Network Management System

OmniVista Network
Advisor



Efficiency, safety, security, privacy

- Dependable Network infrastructure, on premise / cloud unified management
- Equipment, Operations and Clinical Process optimisation
- People, assets, data and buildings protection

ALCATEL-LUCENT ENTERPRISE: THE PARTNER FOR CONNECTIVITY AND COLLABORATION IN HEALTHCARE



Decades of engagement with healthcare institutions around the world



Decades of innovation Solving caregiver and patient problems with your proven technologies



Recognized by healthcare institutions and the ecosystem



Ecosystem Contributor for Connectivity and Collaboration to support the digital transformation in Healthcare

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