

Customer Profile

- ✦ The Telecommunications Department at Tulane supports the Tulane University Health Science Centre, including the School Of Medicine, the School of Public Health and Tropical Medicine, the Tulane University Hospital and Clinic and several remote multi-specialist clinics

Needs

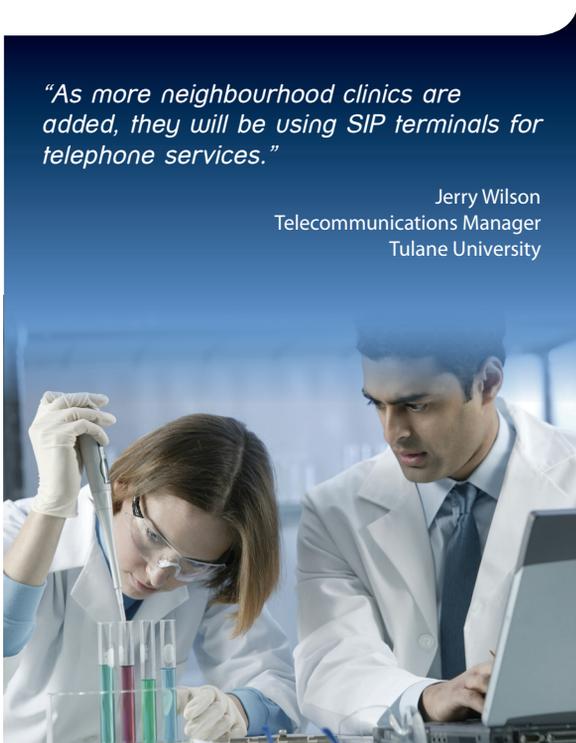
- ✦ A secure and cost-effective communications tool for remote locations
- ✦ Greater business connectivity
- ✦ Extending office communications to neighbourhood clinics and remote locations
- ✦ Ability to take advantage of PBX functionality and centralised services at remote sites

Solution

- ✦ Aastra Pointspan® SIP Pointspan Node (SPN)
- ✦ Aastra SIP terminals

"As more neighbourhood clinics are added, they will be using SIP terminals for telephone services."

Jerry Wilson
Telecommunications Manager
Tulane University



Tulane University is one of the nation's leading educational and research institutions. Founded in 1834 in New Orleans, Tulane offers degrees in architecture, business, law, liberal arts, medicine, public health and tropical medicine, the sciences, engineering and social work. The Health Sciences campus in the city centre has several divisions: the School of Medicine, School of Public Health and Tropical Medicine, Tulane Medical Centre, Technology Services and Government Relations. The Northshore campus is home to the Tulane National Primate Research Centre in Covington, Louisiana.

The University has an initiative for neighbourhood-based health care clinics so Tulane's Health Science Center began researching solutions to provide cost-effective telecommunication services to small, remote locations throughout the New Orleans area. They discovered that by adding a SIP Pointspan Node (SPN) to their existing Aastra system, they could deploy Aastra SIP phones running off of the central switch at the remote clinics. The Covenant House clinic opened in the days following Hurricane Katrina, providing tetanus shots to residents in the French Quarter, Treme neighbourhood and downtown New Orleans. Tulane University continues to provide health care in areas where it is needed. Tulane recently opened a new community health centre in eastern New Orleans, offering low-cost, high-quality primary care to adults who are 18 or older.

As Tulane clinics are opened, network connectivity is included and it is cost-effective to simply add Aastra SIP terminals to these sites.

Key Benefits

- ✦ The staff are able to maintain the same phone numbers as they have on campus
- ✦ Ability for remote staff to use least-cost routing and PBX functionality
- ✦ Centralised services such as voice mail can be used at the neighbourhood clinics