

SERVING THE WIDER
COMMUNITY THROUGH
INTEGRATED COMMUNICATIONS



Flexibility, Significant Savings and Greater Functionality Allow MTHCS to Better Serve the Community

Panasonic communications solutions provide flexibility, cost savings and better call handling for Mallee Track Health and Community Service

Client - Mallee Track Health and Community Service

Location - Ouyen Hospital, Sea Lake Hospital, Ouyen Residential Aged Care, Ouyen Childcare, Ouyen Pre-School, Manangatang Pre-School, Underbool Community Healthcare, Murrayville Community Health Centre, Victoria

Products Supplied -

KX-NS1000 & multiple KX-NS700 Communication Servers
KX-DT543 and KX-NT553 Desktop Handsets
KX-TCA185 DECT Handsets, KX-NS0154 DECT Cell Stations
TPG600 SIP Cordless System
KX-NTV160 Door Station

// The Panasonic business solution has projected our business into an integrated solution to meet our multi campus and varied health service needs.

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Lois O'Callaghan, CEO
Mallee Track Health and Community Service



Established in 1997 and located in North West Victoria's Mallee region, Mallee Track Health and Community Service is a Multi Purpose Service that provides acute medical and urgent care, community and district nursing; high & low level residential aged care; long day care; vacation care; kindergarten cluster management and a broad range of allied health services.

While there were real benefits for the community and to the individuals it serves, operating across multiple sites with distances in some instances over 250 kilometres, it was also one of their greatest challenges. With a mixture of legacy equipment and infrastructure, such as various NBN technology and private wireless networks throughout sites, this meant that there was no uniform communications across locations. This resulted in cumbersome operations with some sites using two handsets per desk for their communications needs.

Providing a more holistic approach to communications

Mallee Track Health and Community Service initially presented a number of unique challenges due to several factors including multiple platforms across sites, the lack of unified functionality, and the distance between sites. However, linking all sites together via a Panasonic One Look Network and Consolidating Trunks provided Mallee Track Health and Community Service with greater functionality, significant monthly savings on telephone bills and a direct extension to every contact on every site.

"The NS1000 solution provides Mallee Track with uniform communications across all sites."

Paul Jenkins, Technical Consultant
Tekace Communications

Cost savings and customer service work hand in hand

The benefits of the new Panasonic One Look Network and Consolidating Trunks do not stop there. Not only do sites retain independence via automated trunk routing, Mallee Track can take advantage of call overflow to other extensions on any site so they will never miss a call. Furthermore, the One Look Network provides redundancy in the event of a NBN outage or system failure.

"Tekace's ability to provide a fully maintained system bundled with Business Lines at an overall lower monthly cost has provided savings from the get-go, with the added benefit of improved customer service."

Paul Jenkins, Technical Consultant

Immediate Benefits:

- Standardisation across multiple sites
- Supports existing old infrastructure as well as IP platform
- Greater DECT coverage at Aged Care Hostel
- Redundancy's now in place for fall over via call routing
- Significant savings across the board
- Scope to bring more sites online for greater functionality and even greater savings
- Maintenance can be carried out remotely, saving on call out fees
- Reception can be located anywhere

Mallee Track Health and Community Service now has one point of local contact for both their Telephone System Equipment as well as their Telephone Lines.

Not having to rely on a national carrier and long wait times for service and support in a remote area, as well as having a relationship with a local business that understands the challenges and the region that Mallee Track faced, were critical in the decision making for this project.



For more information
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