Asociación Chilena de Seguridad (ACHS) is a mutual insurance administrator of the Social Security Corporation Risks of Accidents and Occupational Diseases in Santiago, Chile. The organization focuses on the prevention and care of claims covered by insurance. ACHS is responsible for an extensive network of hospitals, clinics and care centers, including the Hospital del Trabajador de Santiago (Workers’ Hospital). ACHS needed a solution to improve communication and reduce costs throughout the organization.

**Challenges**

- Inefficient and fragmented communications network
- Geographically widespread locations
- Maintaining quality service through migration

**Solution**

- NEC UNIVERGE Unified Communication Platform: UNIVERGE SV8500/SV8300/NEAX 200IPS
- NEC UNIVERGE SP30 Multimedia IP Softphone
- Centralized communication platform management
- Flexible, scalable network

**Results**

- Improved communications efficiency
- Simplified network management
- Improved worker productivity
- Reduced costs
- Improved network efficiency
- Feature transparency
- Optimized services to customers
After evaluating providers for nearly one year, ACHS chose NEC for its stability, leading communication technology solutions, and positive results. NEC deployed its UNIVERGE IP architecture to integrate the voice and data networks at ACHS, and centralized communications. This fully integrated IP communications network built on the NEC UNIVERGE Communications Platform is divided into multiple branches nationwide.

"ACHS views NEC as a true partner in solving our technology challenges," said Italo Encalada, Account Manager, NEC Chile. "After meeting with NEC to discuss our IT needs, it was clear that NEC’s unified communications and value-added solutions would meet our current requirements, as well as future technology demands."

The NEC UNIVERGE Communications Platform includes the UNIVERGE SV8500 and SV8300 IP communications servers, NEAX 2000 IPS, and UNIVERGE SP30 Multimedia IP Softphone. The two central communications sites support thirty regional communications sites that connect Santiago and surrounding regions. This reliable, integrated communications platform provides a flexible, scalable solution that helps to lower ACHS’s costs.

"NEC offers the peace of mind, trust and constant support that ACHS requires," said Francisco Aguila Casanueva, Chief Contact Center HTS, ACHS. "We chose NEC because of its history with ACHS of delivering quality results, its stability as a company, and the strength of the solutions."

Ease of management and feature transparency are among the many benefits of the IP network that NEC implemented at ACHS. The virtual server infrastructure is simple to operate and maintain, and system management such as installing switches can be handled remotely from any computer.

After six months migrating to the new NEC UNIVERGE IP architecture, ACHS now enjoys better performance and lower costs through unified voice and data communications. Upgrading to the UNIVERGE SV8500 IP server enabled the ACHS to utilize NEC SP30 softphones, which are versatile, multimedia IP phones that connect to computers via a USB hub to deliver high quality voice.

NEC’s UNIVERGE SP30 softphone provides employees with a versatile, converged communications tool that offers an impressive array of high quality video, audio, voice and text features. It can be used as a primary desktop telephone, a supplemental desktop telephone, or a remote/telecommuting device.

With the mobility function of the new UNIVERGE SP30 softphone, worker productivity has improved significantly. ACHS is also realizing cost savings from connecting domestic calls without a carrier. Installing the UNIVERGE SV Series IP servers has simplified network management. Unified voice and data communications systems have increased capacity, which has resulted in fewer system failures, less planned or unplanned downtime, and minimal data loss.

Even when a devastating earthquake hit Concepción, the network and service continued uninterrupted and other hospitals in the region were able to communicate with the Hospital del Trabajador de Santiago to coordinate relief.

"With the help of NEC’s unified communications solutions, ACHS was able to deploy a voice network between branches and improve the connectivity of its geographically diverse locations," said Casanueva. "We valued NEC’s commitment to implement our projects within the agreed upon timeframe."

ACHS intends to continue expanding their IP network to connect new regions, and will pursue the vision of full convergence of all voice and data channels.

Asociación Chilena de Seguridad (ACHS) is a mutual insurance administrator of the Social Security Corporation Risks of Accidents and Occupational Diseases in Santiago, Chile. With nearly 40,000 member companies representing more than 1.6 million workers throughout the country, the organization focuses on the prevention and care of claims covered by insurance. ACHS is responsible for an extensive network of hospitals, clinics and care centers, including the Hospital del Trabajador de Santiago (Workers’ Hospital). ACHS has been providing the highest standard of care and service to its members for more than 50 years.