



Vocera® Fast Facts

Overview

The Vocera® communications system enables wearable, hands-free voice communication over a wireless network. The Vocera solution redefines the way in-building mobile workers communicate resulting in increased productivity, heightened responsiveness, increased patient care, and customer service.

Alternative in-building wireless telephone solutions have feature and flexibility shortcomings when compared to the Vocera communications system.

Corporate Overview

- Vocera Communications, Inc. was founded in 2000.
- The Vocera communications system was released in 2002.
- Vocera's headquarters are located in San Jose, California. Vocera also has offices in the United Kingdom.
- Vocera is funded by a mix of venture capital firms and corporate investors. Our investors include Avalon Ventures, Cisco Systems, Inc., GGV Capital, IDEO, Intel Communications Fund, Motorola, Inc., RRE Ventures, Thomas Weisel Venture Partners, Vanguard Ventures, and Venrock.
- Vocera has received numerous industry awards including being named to the 2008 Inc. 5000, the 2008 Top Silicon Valley 50 private companies, and the 2008 Top 100 Telecommunications private companies. Other awards include: the 2007 Inc. 500 List, 2008 and 2007 Silicon Valley Fast 50, 2007 Wireless Broadband Innovation Award for Best VoIP Product, 2005 Entrepreneur Magazine Hot 100 fastest-growing new company, and a Silver Abby for Healthcare IT award from the Adaptive Business Leaders Organization.
- Vocera has over 550 installations of which 90% are in healthcare. Vertical markets with large in-building mobile work forces, such as retail, hospitality, and libraries round out the installed base.
- Vocera's customer installations range in size to over 4000 users.

Wireless Network

- The Vocera communications system operates over a new or existing 802.11b/g wireless infrastructure.
- Vocera runs on industry standard, enterprise class 802.11b/g networking equipment.
- 802.11b/g standards-based solutions ensure that customers can leverage their infrastructure investment across multiple network applications.
- The Vocera communications system maintains high voice quality in the face of network traffic by making extremely efficient use of the wireless bandwidth.
- Vocera requires very little network bandwidth which allows data and voice to operate on one converged network.
- Voice-over-wireless applications require ubiquitous coverage throughout the facility. All voice over wLAN installations should begin with a site survey to determine if there are areas of weak signal coverage.



The AHA has endorsed the Vocera Communications System



⚙️ Third-Party Requirements

- The Vocera system software operates on a Windows server.
- Badge-to-badge calls do not require integration with a PBX system.
- You can connect your Vocera system to your PBX with analog or digital PBX line cards. When PBX integration is implemented, the Vocera system only uses PBX ports for calls to phone systems.

⚙️ Vocera System Software

- The Vocera system software is scalable for small to large enterprise environments.
- The Vocera system software web-based GUI interface allows system administrators to monitor the system or change profiles from locations throughout the facility.
- All user profile information is maintained in the Vocera system software. This includes names, alternate names, group affiliations, call patterns, and permissions.
- The system software also provides backup/restore capabilities for the user databases.

Vocera offers several add-on software components to ensure customers are optimizing their investment.

- The Vocera messaging interface/Vocera administration interface software
- The Vocera report server software
- The Vocera phone access to genie software
- The Vocera mobile dictation software

⚙️ Vocera Badge



- The Vocera B2000 communications badge is a small, light-weight, wearable device that allows hands-free voice communication. Actual size: 4.2" (10.6 cm) x 1.4" (3.5 cm).
- The badge weighs less than 2 ounces.
- The badge can be worn on a lanyard, pocket clip, or universal clip.
- Users can instantly talk to the resources they need by pressing the call button on the badge and stating commands to the Vocera system software.
- The do-not-disturb button allows users to redirect calls to voicemail or forward calls to other badge users when they are unavailable.
- The Vocera badge has a standard 2.5 mm headset jack to work with most 2.5 mm headsets.
- Badges are dynamically assigned when users log-in or log-out of the system. This allows devices to be shared across shifts. The user's profile remains intact in the Vocera system which allows callers to leave messages or voicemails while they are off-line. Messages are delivered to the intended user when they log back into the system.
- The badge display shows call information, battery status, and text messages.
- The extended life battery lasts for over 2.5 hours of talk time and 27 hours of standby time.
- Batteries recharge in about two hours.



•• Vocera Calling Features

The Vocera B2000 communications badge allows end users to communicate with the Vocera server and with other users with simple voice commands. The Vocera communications system not only allows individuals to be contacted by name but also group membership. For example, a user can call “Transport,” and the system will automatically connect the caller to the first member who is available in the group Transport. This level of flexibility and responsiveness is unique to the Vocera communications system.

- Call by name, function, or group membership
- Round-robin or sequential calling to first available group member
- Three-way calling
- Urgent calling and urgent broadcasting
- Broadcast to groups
- Conference groups (push-to-talk)
- Call forwarding
- Transfer calls
- Call waiting
- Voicemail
- Email and text messages
- Audible playback of text and email messages
- Do-not-disturb mode
- Hold calls
- Announce call or auto-answer mode
- Log-in/Log-out

•• PBX Integration Features

Vocera offers complete integration with existing phone systems to allow users to send and receive calls from traditional phone systems.

Features enabled with PBX integration include:

- PBX-related features, such as dialing, are voice-activated and do not require knowledge of key codes
- Calls to/from PBX extensions, voicemail and public telephones
- Dial by stating the phone number
- Dial by name of the person or resource through numbers stored in global or personal address books on the Vocera communications system
- Outgoing digital paging with direct callback to the user’s Vocera badge
- Forwarding calls placed to the badge to a traditional phone such as a cell phone or desk phone

Vocera provides seamless interface to all standard PBX vendors.

PBX integration requires:

- Vocera telephony solution software
- Appropriate analog or digital T1/PRI line card
- Accommodates up to 24 analog ports or 48 digital ports (T1 or PRI)



System Integration

Vocera can be integrated with third-party alarm and alert systems such as nurse call systems. Integration allows messages and calls to be delivered directly to the appropriate contact. Integration requires:

- Vocera messaging interface software
- Vocera administration interface software

Features enabled with nurse call system integration include:

- Calls from the patient’s bedside notification system go directly to the primary care provider’s Vocera badge
- Bedside call requests to the caregiver’s badge are delivered as text messages which the caregiver can read or play back as text-to-speech messages
- Requests can be set to escalate as defined by the hospital
- Caregiver can call the patient’s pillow or bedside speaker directly from the Vocera badge

Measurable Results

El Camino Hospital Mountain View, CA	80% reduction in emergency room diversion hours within 6 months
Maryland General Hospital Baltimore, MD	Patient wait times for lab transport reduced by 60%
Regions Hospital St. Paul, MN	Reduced overtime by 67%
St. Vincent’s Birmingham, AL	30-45 minutes saved per day/per staff member
Westmead Hospital Sydney, AUS	Reduction of 22 hours/day of patient wait time in ED. Reduction of 46 hours/day of seen-to-exit time
William Beaumont Royal Oak, MI	Telemetry alarm closure from 9.45 min to 39 seconds
Vassar Brothers Poughkeepsie, NY	Re-captured a minimum of 30 minutes of saved time per shift to realize an estimated \$1 million in salary savings in the first year

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Vocera Communications, Inc.
Corporate Headquarters
 525 Race Street, Suite 150
 San Jose, CA 95126
 United States
 tel :: +1 408 882 5100
 fax :: +1 408 882 5101
 toll free :: +1 800 331 6356
 web :: www.vocera.com

Vocera Communications UK Ltd.
 100 Longwater Avenue, Suite 17
 Green Park
 Reading, Berkshire
 RG2 6GP
 United Kingdom
 tel :: +44 0 844 335 1237
 fax :: +44 0 118 945 0493

For more information about Vocera, please call 1 800-331-6356 or visit our web site at www.vocera.com.