



Alten- und Pflegeheim Anlagenring GmbH

## Digitalization as the key to the future in nursing homes

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“With modern infrastructure, our caregivers regain the most valuable thing: time for people”

Jens Thomas Lück, Managing Director, Alten- und Pflegeheim Anlagenring GmbH

### Digital care begins with stable infrastructure

The Alten- und Pflegeheim am Anlagenring nursing home in Frankfurt am Main is a special facility. Run by the Evangelical Reformed Church, it consciously sets itself apart from large care corporations: here, closeness, personal attention, and a Christian-based mission statement provide guidance for residents and employees. With around 110 residential places and 120 employees, the facility is large enough to provide comprehensive care, yet small enough to maintain a family-like atmosphere.

However, recent years have presented enormous challenges: a lengthy construction and renovation phase, the strains of the COVID-19 pandemic, and economic pressure due to under-occupancy led to a tense situation. Added to this was an IT landscape that was no longer sustainable. Computers with outdated operating systems, weak networks, and lack of data security made everyday life unnecessarily difficult for both administration and care staff. At the same time, the facility, as a stand-alone organization—without the backing of corporate structures—faced the question of how to balance economic stability, growing complexity, and high-quality care.

In close partnership with Deutsche Telekom, the nursing home has now fundamentally renewed its entire IT infrastructure. With highly available network infrastructure and comprehensive Wi-Fi coverage, the foundation for digital care processes and administration has been established.

### Telekom and Alten- und Pflegeheim Anlagenring

**challenge:** The existing IT and network infrastructure was outdated, processes were often still carried out manually, making them time-consuming and prone to errors.

**solution:** In close partnership with Telekom, the foundation for digital transformation was created: fiber optic connection, comprehensive Wi-Fi coverage, and modern network security. This was followed by the implementation of digital systems such as a Wi-Fi-based nurse call system, mobile devices for care staff, and the integration of documentation, shift planning, and resident management.

**customer benefit:** Today, both residents and staff benefit equally: documentation is faster, communication paths are shorter, and care staff gain more time for personal attention. Administration can work efficiently despite limited personnel.



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## Comprehensive connectivity

When Thomas Lück took over the management of Alten- und Pflegeheim Anlagenring GmbH in spring 2023, he encountered a situation typical for many small, privately operated facilities: economic pressure, low occupancy rates, and a workforce heavily burdened by the pandemic. The shortcomings in IT were particularly apparent: unstable networks and outdated systems that no longer met the demands of modern care.

Lück quickly realized: "Without a profound digital transformation, there will be no future." He coined the term "Anlagenring 4.0"—in reference to "Industry 4.0"—and thus formulated his vision: care should be process-driven, digitally supported, and yet remain human.

## Tailored digital strategy

In close collaboration with Deutsche Telekom, a comprehensive digital strategy was developed to position the facility for the future. The modernization of the IT infrastructure formed the basis: a highly available, secure network infrastructure with comprehensive Wi-Fi coverage now enables the use of modern digital care applications.

DECT telephony was replaced by mobile devices: Samsung smartphones, robust and specially designed for care environments, are now used as communication tools for the nursing staff. At the same time, the nurse call system was digitized and directly linked with care documentation and shift planning. The result: caregivers document processes directly at the point of care, saving time and avoiding errors. Multilingual systems make the work easier for a team from more than 15 nations. Administration was relieved by digital workflows and automated processes, which is a decisive advantage given the shortage of skilled workers.

## More time for care and a more attractive work environment

The digital transformation is having an impact at all levels: caregivers are noticeably relieved and have more time for personal attention to residents. Administration benefits from automated and seamless processes, ensuring efficient and transparent organization even with limited staff resources. This is reflected in improved occupancy rates and the financial stabilization of the facility.

## At a glance

- IT infrastructure completely modernized and cybersecure
- Automated workflows and seamless processes
- Reduced time required for care documentation
- Attractive and innovative working environment



"Our digital transformation is not a project with an endpoint—it is an ongoing task. Artificial intelligence, sensors for fall detection, intelligent assistance systems—all of this is already on our agenda," adds Jens Thomas Lück.

This makes the workplace more attractive for employees. For residents, it means: more time for personal attention, higher quality in everyday life, and an environment shaped by both technological modernity and human closeness. And it's also about the digital inclusion of residents, so they can stay in touch with family and friends.

This ensures a future-proof, safe, and human care environment. Thus, the vision comes full circle: modern technology and a culture of care go hand in hand at Anlagenring—for greater quality of life, security, and economic stability.

### CUSTOMER PROFILE

**Name** Alten- und Pflegeheim  
Anlagenring GmbH  
**Founded** 1975  
**Headquarters** Frankfurt  
**Industry** Healthcare Nursing Homes  
**Employees** approx. 100  
**Website** <https://anlagenring.de/>

Unser Alten- und Pflegeheim  
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