

ICCS SERVICES:

CLOUD SERVICES

Includes Virtual Servers, Disaster Recovery, Hosted PBX and Video Conferencing.

MANAGED IT SERVICES

Includes Managed Router, Managed Firewall and Server Colocation.

VOICE SERVICES

Includes Business Lines, Long Distance and Audio & Web Conferencing.

INTERNET & DATA

Includes fast, affordable, always-on Internet connectivity designed specifically for business customers.

COLOCATION

Includes secure, controlled and scalable data centers with a wide array of options that can be customized to fit your specifications.

AGENT SUCCESS CASE STUDY

Regional Healthcare Provider

Consolidated solution with high-quality voice & data network

Company Profile

Our client is a regional healthcare provider, offering pediatric services and a full range of hospital services providing state of the art pediatric care to children from newborns to 18 years of age with comprehensive services. They have 12 regional clinics and approximately 90 doctors and 300 employees.

Business Situation

An ICCS agent introduced us to the client who had an emergency situation and quickly needed help. What initially started out as one problem for the client escalated to multiple challenges. The client had purchased hosted PBX services from their data vendor and their voice services were working poorly with missed phone calls, missed faxes and bad voice quality. In addition, their data servers were down, prohibiting them from billing **\$1,000,000** and delaying employee payroll. The client was very unhappy with their data vendor and needed someone to consolidate their different technologies, deliver a stable voice and data network solution, and save money on their clinic telecom expenses. They reached out to our agent for help and they contacted us.

Solution

- Our account management team quickly completed a business and technology needs assessment with the client. Based on our assessment and consultative approach, we implemented the following solution:
- We consolidated their various technology providers, data servers and colocation facilities saving them money.
- We replaced their faulty equipment and stabilized their technology infrastructure delivering a high-quality voice and data solution.
- We delivered a technology platform to centrally configure, manage and monitor their voice and data services.
- We implemented our Managed Firewall solution guaranteeing Internet security for their employees.
- We launched our Data Backup and Disaster Recovery services providing complete redundancy for their LAN and WAN networks.

Results

- The ICCS agent was handsomely compensated for the client introduction and ongoing ICCS services. What started out as a small monthly residual for the agent grew 10x because we planted the seed and migrated them to our Managed IT and Cloud Services. The agent receives **\$3,000** monthly and never had to lift a finger. They called us and we took care of everything.
- As a result of our work, our client saved a tremendous amount of dollars in both hard dollar and soft dollar savings as a result of the improved consolidated network and efficiencies gained from our work.
- Our client has a high quality voice and data network with improved stability, increased redundancy and improved service.

About ICCS

Founded in 2005, Integrated Communications Consulting Services (ICCS) is one of the country's leading technology and telecommunication brokerage firms managing communication services for thousands of clients. Our consolidated solutions deliver customized voice and data services, including cloud services, managed services and network services. For more information, please visit www.iccsagency.com or call **1.877.292.4227**.