

Case Study: Regional Healthcare Provider

Consolidated solution with high-quality voice & data network

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.

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

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. Our client was very unhappy with their data vendor and quickly needed someone to consolidate their different technologies, deliver a stable voice and data network solution, and save money on their clinic telecom expenses.

Solution

- Our account management team quickly completed a business and technology needs assessment with the client. Based on our assessment, 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

- Our dedicated account management team quickly jumped in to learn their business, understand their problems, and utilize our expertise to quickly implement a consolidated solution addressing existing technology needs and future technology strategies.
- 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 network redundancy and improved service.
- Our client is now working with us to implement a security and disaster recover solution for every clinic, potentially saving the client thousands of dollars.

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**.