



Mental Health Care Provider Unifies Voice Communications Across 8 Locations

A Mental Health Care Provider, located in the lower Hudson Valley, NY, provides services to over 1500 adults per year who have various mental illnesses and substance dependencies.

The company employs over 200 professionals at 8 locations. Each location had their own aging telephone system, telephones, and individual phone lines, which continued to drive costs up due to toll charges between the sites and headquarters. Quality of the telephone service was also a growing issue. Their organizational objective was to align technology with the health center's business goals and strategies for continued growth.

Several locations had older phone systems that were inefficient. None of the sites were tied together, and with 50 percent of all calls being intra-company, calling from one location to the other meant costly regional or long distance calls, as well as contacting a live operator at each location.

In addition, a carrier router failure took down the main site, and it took Verizon two weeks to fix the problem due to the unresponsiveness of Verizon customer service. "It should not have taken them that long. We've had difficulties with customer support with Verizon," said the IT Manager.

Evaluating Telephony Options

The phone issues presented us with an opportunity to consider VoIP for the entire organization," said The IT Manager. "So we began looking at vendors and pricing out our options for replacing equipment at all locations with one system."

"We looked closely at VOIP solutions, as they offered both cost savings, multi-site connections, and more features- at a lower cost. We eliminated Hosted VOIP due to quality and reliability

limitations. We also eliminated premise based IP PBX systems which required us to invest (again) in purchasing, managing, and maintaining our own system", added The IT Manager.

Relying on a Managed Service

Kinetech's Voice Service is a managed service that provides the best of Hosted VOIP and an IP PBX System. Businesses can take advantage of robust voice features designed specifically for their needs without the expense or headaches involved in managing telephony infrastructure and equipment obsolescence.

The Voice Servers were deployed at the sites, and they are managed centrally from a Network Operations Center. "We wanted to outsource our phone service. This managed service provided us with the benefits of on-site equipment, and that was appealing to us," explained The IT Manager. "The Voice Server is located in our offices and connected to our network via Ethernet, and we never have to touch it-the entire installation is managed remotely and performance is monitored to ensure we receive high call-quality for our inbound and outbound calls."

Cost Savings Realized

The IT Manager found that total monthly pricing was below the cost he had been paying for each separate system. The company has reduced its voice communications providers from 4 to 1, and no longer pays thousands per site yearly for maintenance contracts.

Utilizing Productivity Features

The company selected Polycom handsets, with full-duplex speakerphone capabilities that are ideal for

every day use. Employees now have easy access to call forwarding, conferencing and dozens of other calling features, and the company relies on the auto-attendant to route inbound calls. "Now all calls from within and without of the organization are direct, with no operator required.

Voice mails are automatically routed to each user's email account, allowing employees to benefit from the productivity advantages of relying on a single inbox for voice mail and email.

Leveraging Mobility

Staff can also take advantage of the call handling features such as one number access. For example, find-me/ follow-me can be used to route calls to alternate numbers such as cell phones so that staff can stay in touch- even while away from the office.

"Using the Road Warrior functionality, staff can have a phone in their home offices so they can receive business calls, and can access all of the same features that they can use at the office," explained The IT Manager. The company plans to expand the use of Road Warrior by deploying smartphone apps (for iPhone, iPad, and Android) that turn the device into an extension off the telephone system (i.e. x1802)

Disaster Recovery

Multiple built in redundant systems, circuits, call paths, and automatic call re-routing in the event of a disaster, were designed in to ensure that calls get through. Calls are always answered, and routed to an alternate number, or to voicemail, even if the site is totally dark due to a natural or man-made disaster.

Around the Clock Monitoring

Calls and call quality are monitored around the clock using specialized and patented technology. "It is the only organization in the industry to offer such a comprehensive solution", adds the Director of Administration.

To learn more about this managed telephone service for your business, contact a Kinetech representative today at:



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888-954-6383, ext. 107
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Handling Emergencies

An after-hours emergency line can be reached by dialing the main phone number. "Any call to our emergency lines will generate emails to management and the automatic generation of voice messages via email to defined employee lists ensures that we can be extremely responsive," said The IT Manager.

Call Quality and Reliability

"Contact between patients, residents, family, and staff, is very important, so the quality of the service and the ease of quickly accessing messages and returning phone calls are key factors. Reliable phones are a necessity in our business—not a luxury," notes The IT Manager. "The CrystalBlue Voice Service helps us communicate the value of our services. Our staff is readily available and incredibly responsive to voice messages, and the quality of the phone service communicates the sense of pride we have in our business."

Dependable Service and Support

"All of the systems we evaluated had similar features and competitive prices. We based our decision on the included support. Where the other companies' support plans were for internal IT departments only, the all-inclusive managed service took the burden of support issues away from our IT staff", notes The IT Manager.

Since switching to the CrystalBlue Voice managed service, the company has benefited from cost effective reliable business phone connectivity, excellent call quality, and easy access to productivity-enhancing features. "Our managed service provider has worked closely with us to make sure that we get the most from this managed service," said The IT Manager. "Support has been excellent and their engineers have been undaunted in resolving issues and making sure we are happy with the service.

Specialists in Healthcare Communications