

Industry: Healthcare

Location: Suburbs of Chicago

Number of locations: 5?

Number of employees: 125

Challenges:

Client was using a support firm that was not attentive to their needs

Only would accept email support requests, no phone calls

No monthly meetings to create a relationship and understand current as well as future needs

No appreciation for their business

Practice needed to transition away from Unix based system to a new windows based system

Existing infrastructure was out of date and not maintained properly by existing support firm

In need of a support firm that could design, implement and support a new infrastructure that could scale to handle the new EMR software now and in the future

Evaluate and improve the communications infrastructure to support the new EMR system and the increased demands it will have on the lines

Call center phone routing and overflow issues

The enterprise phone system they had was adequate, but not configured properly and patients were very frustrated with the way calls were handled

Solutions:

Gave the client multiple ways to report a ticket, even calling into our helpdesk.

Amazing? No, but who said common sense was common.

Created a GAP analysis for client with simple, easy to understand plans to improve the systems to get to a level that would support the new EMR system.

This analysis is basically, where you are, where you want to go and how to get there.

A budget and timeline is also created to allow the client to prepare for the project.

We brought in new servers

Hosted in our data center

Redundant to ensure maximum uptime

Design to scale to meet current and future needs

Recommended, supplied and installed new workstations for a majority of the employees.

This ensured the new EMR program would run quickly and reliably

We kept any equipment that was acceptable, by industry standards, to lower the project cost for the client.

Designed and recommended a new communication infrastructure that could support the new data requirements

Proposed a 10 meg fiber solution that increase bandwidth while saving the client thousands of dollars a month

This fiber solution is also scalable to 100 meg to the co lo facility

Phone system

Worked with client to create a call flow diagram to understand where routing could be improved

Upgraded the firmware

Reconfigured the call flow to better serve their patients

Increasing the bandwidth was a large contribution to remove call overflow issues

Helpdesk support system

Complete up to date inventory of all tagged equipment

Documentation of all offices and infrastructure

All issues and calls are logged, traceable and nothing falls through the cracks

Support data that reports of all kinds can be run to pinpoint any issues

Scheduled monthly meetings with client to review new system and upcoming projects

Building the relationship is important to us as well as bringing value to the client

We listen, think, then respond to all clients needs, issues or concerns

We want to make sure that no avoidable surprises arise due to a lack of communication

Setting expectations so the client knows what is going to happen, in a way they can understand

Our client is seeing more patients than they ever have and doing it faster than ever before. This adds up to increased profits for our client and the ability to grow with the existing systems in place. They appreciate being treated kindly and with a level of knowledge that very few support firms can enjoy.