A Major Healthcare Company

A unified, secure and modern telecom system saved a leading healthcare company millions.

Our client is a major healthcare company with many remote locations across the U.S. MetTel updated all sites with a state-of-the-art technology refresh which yielded better, more uniform results across the entire system.

Customer

Through its subsidiaries, partnerships and joint ventures, this leading healthcare corporation operates almost 100 general acute care hospitals, dozens of short-stay surgical hospitals and almost 500 outpatient centers in the United States, along with several facilities in the United Kingdom.

Challenge

This healthcare company is experiencing continuous growth, expansion and success. However, its telecom systems were expensive, aging and relied upon outdated technology. The company depended on multiple telecom carriers to provide connectivity across the country, which involved the processing and managing of many invoices and contracts. This resulted in inconsistent rates across the organization, overwhelming invoice and contract management, and a decentralized network monitoring and management process. The company needed more bandwidth and it was paying unreasonably high prices for what little it had. A few locations had premise-based call center systems but, overall, it had no cohesive plan for the future. This major healthcare provider needed to be able to deploy consistent service and management to all its locations seamlessly without interfering with normal business operation.

Summary

COMPANY PROFILE
- A leading healthcare provider with hundreds of locations
- MetTel customer since 2014

CHALLENGE
- Multiple carriers, invoices, and contracts
- High bandwidth costs; needed more bandwidth
- Expensive and aging telephony systems
- Business continuity
- Needed ability to open new clinics quickly
- Lack of call center functionality to handle patient calls
- No centralized monitoring or management

FEATURED SOLUTIONS
- Managed SD-WAN with 4G Backup: Broadband bonded with MPLS provides increased network resiliency, throughput, and higher bandwidth at a lower cost
- Cloud PBX: New VoIP system replacing old, premise-based equipment
- Cloud Contact Center: High volume patient call management
- Monitoring and Management: 24/7/365 NOC staffed by certified engineers
- Bruin Platform: Manage inventory, usage, spend, reporting and repairs

KEY RESULTS
- High performing, modernized network creates $3.01 million in annual savings
- Consolidated 64 carriers and 3,276 service accounts into one bill and portal
- Single billing platform that tracks all spending and provides inventory management based on real-time usage reports.
- •Cloud-based call center operates more effectively and efficiently with superior staff planning, managing, and reporting.

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Solution

MetTel sent in specialists to review its telecommunications and then came up with the best system-wide solution. First, MetTel determined that this company needed unified billing, visibility into telecom spend and advanced telecommunication services to reduce costs and improve operational efficiencies. Second, MetTel uncovered that the company would greatly benefit from increased connectivity and bandwidth services at its hundreds of urgent care clinics throughout the U.S.

As part of the total solution, MetTel delivered a state-of-the-art Cloud PBX system (with IP phones), digitally transforming over 2,000 lines in hundreds of offices. Additionally, MetTel deployed Cloud Contact Center to service locations with high-volume patient calls. Lastly, MetTel deployed a Managed SD-WAN system with 4G backup. Only MetTel could offer this Managed SD-WAN solution with the highest-level of reliability. MetTel interconnects with many MPLS carriers via network to network interfaces into six fully redundant SD-WAN gateways located around the country. SD-WAN assures uptime at this clients' clinics with resiliency and redundancy, and its SD-WAN is monitored and managed 24/7/365 by MetTel's NOC with certified engineers.

To expedite clinics opening, MetTel implemented a templated approach of installing cloud voice services and bonded MPLS with broadband at all new urgent care clinics in the U.S. MetTel also delivered the vastly increased reporting and control which our client required by managing its communication system on the Bruin platform. Bruin provides real-time insight into its inventory, usage, spend, reporting and repairs.

ABOUT METTEL

MetTel is a leading global provider of integrated digital communications solutions for enterprise customers. By converging all communications over a proprietary network, MetTel enables enterprise companies to easily deploy and manage technology-driven voice, data, wireless and cloud solutions worldwide. MetTel's comprehensive portfolio of customer solutions boosts enterprise productivity, reduces costs and simplifies operations.

For more info, contact your MetTel agent or visit **mettel.net**.
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Results & Impact

SAVINGS

MetTel delivered $3.01 million in annual savings in 2015, which is 46% savings vs. LECs, and continues to provide year-to-year savings.

SINGLE POINT OF CONTACT

64 carriers and 3,276 service accounts are now managed with one point of contact. MetTel provides a dedicated, single point-of-contact for all telecom services, regardless of service type, geography, or underlying carrier.

BRUIN PLATFORM

Through the use of MetTel's platform and its newly deployed technologies, this major healthcare company vastly improved system-wide expense budgeting, increased staff productivity and increased organizational efficiencies.

OPTIMIZED INVENTORY MANAGEMENT

MetTel has successfully migrated services from more than 50 carriers. Our client now has a single billing platform that tracks all spending on a line-by-line basis and provides optimized telecom inventory management based on real-time usage reports.

CLOUD-BASED SOLUTION

With MetTel's Cloud PBX, Cloud Contact Center and SD-WAN platform, this healthcare leader has been digitally transformed and has a built-in disaster recovery plan with added redundancy and resiliency.

CLOUD-BASED CALL CENTER

Our client's call center is now cloud-based and operates much more effectively and efficiently with superior staff planning, managing and reporting.

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