

## Case Study: Hospital Contact Center Solution

Cost-justify contact center solution and assess/recommend the best contact center technology

### Client

**Large multi-site orthopedic hospital**

### Situation

The hospital had operations and staff at four geographically dispersed sites. The most commonly reported issues were the need for greater efficiency in reaching internal colleagues and the difficulty staffing for the volume of calls arriving from patients, business partners and referrals. InTech's initial review revealed consistent issues: Human touch rather than automation; statistics and reporting to understand the voice environment; elimination of phone- and voicemail-"tag"; inability to answer calls due to geographical dispersal of employees; and achieving contact center critical mass.

### Solution

InTech researched alternative solutions, studied local competitor hospitals (in and out of market), developed design criteria, and recommended and priced the solution. Then InTech went a step further, developing techniques for using the new call center technology beyond the strict call center environment. InTech identified a dozen additional departments beyond the traditional call center functions of a hospital—such as operators and accounting staff—that would benefit from the new contact center software deployment. Functions such as nurse call stations, therapist-patient interactions, and scheduling, while not typical contact center environments, could benefit from a contact center approach because it applies logic to select contact points for hospital staff, decreases voicemail usage, sets expectations for callers with announcements and decision trees, and reports on activity to help determine staffing ratios.

### Results

Deploying InTech's contact center solution will improve efficiency of internal communications, increase patient satisfaction, and enable continuous process improvement through enhanced data. Additionally, staying within the hospital's telephony product family, as InTech recommended, will allow tight integration, provide single source maintenance and support, and present concepts and tools the technical staff already understands.

### About InTech

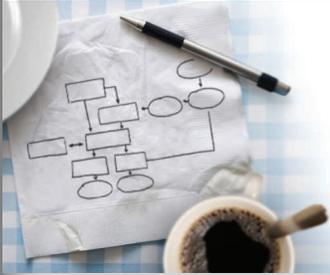
InTech is an independent global communications consultancy offering high-value managed services enhanced by 25 years of consulting expertise. InTech's Managed Services for Voice and Data are distinguished by high-touch customer service, worldwide resources, continuous process improvement, and consistent client communications. Our Consulting Services align communications with business strategy and processes by designing innovative technical solutions that make people, products and technology work better.

*"InTech added value by doing not just what was asked, but finding alternative solutions and seeking opportunities for improvement."*

Workplace manager, Global network communications company

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*"It's hard to find people that can do that quick assessment/ suggestion. InTech did it exactly right and did not ruffle feathers."*

CIO, Regional Healthcare System

## Case Study: Independent Assessment (120 Sites)

Rapid-response evaluation of a critical voice and data system for health care provider

### Client

Leading health care system in Massachusetts

### Situation

The client's environment was multi-site, multivendor and complex, with exceptional availability requirements. The data network and telephony system were experiencing intermittent failures, and the organization's new CIO wanted an immediate independent review of the technical environment and an assessment of the potential new points of failure in the system.

### Solution

InTech performed an overview of the entire technical environment, met with all carriers and vendors, and provided detailed findings along with comprehensive drawings of the physical environment and all connections. InTech identified layers of exposure and potential points of failure; recommended best practices; and developed a multi-year strategic direction and tactical plan to achieve system survivability, redundancy and resilience. InTech's assessment of the data network and telephony system also included defining quick-fix issues and vulnerabilities, such as obsolete equipment, temperamental connectivity and end-of-life devices owned by the client, distributors and carriers. All of this was accomplished within 30 days.

### Results

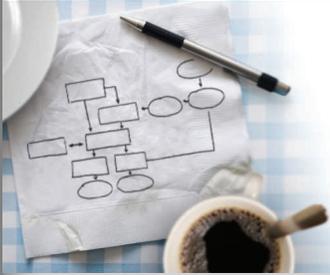
InTech's rapid-response assessment identified solutions that addressed the client's current problems and positioned the organization for future health and viability. The detailed drawings of the physical environment provided the client with its first overall visual view of its systems, presenting the information in a way that worked equally well for specialty technicians and the executive team. Significantly, InTech was able to perform the assessment and recommendations without disrupting or alienating existing IT staff.

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Head, IT Connectivity Services,  
Latin America, Global Network  
Communications Company

## Case Study: Assessment of New Solution

Provided independent analysis of a planned new core and edge data solution

### Client

**Regional medical center**

### Situation

The medical center had chosen a new core and edge data system and wanted an independent assessment before finalizing the decision. The medical center's goals were to improve the resiliency and availability of its vulnerable, decentralized core infrastructure, to strengthen the security of its fileserver environment and to centralize and secure its remote clinic/office connections.

### Solution

While InTech endorsed the overall planned design as sound, additional recommendations were offered for core design improvements and operational additions to improve flexibility, sustainability, resiliency and redundancy, such as: (1) Provide flexibility for future growth and more features, scalability and throughput with meshed firewall appliances in place of firewall blades for the critical core infrastructure; (2) Improve solution sustainability by training IT staff in real-time in the new environment with on-site engineers to assist in the design, migration and training; and (3) Enhance redundancy at a highly critical WAN/Internet infrastructure point by employing two switched firewalls in a meshed, high-availability design. Other recommendations (not originally sought, but identified by InTech) focused on steps to provide greater security and availability to the network, allow the IT team to be more proactive, and safeguard patient and business information.

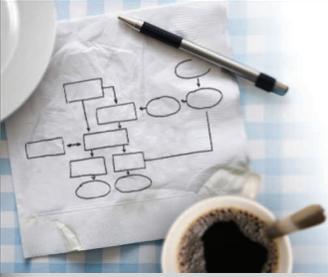
### Results

The medical center is now solidly positioned for the future. By implementing the proposed design with InTech's recommended improvements, the client achieved a highly available, resilient and secure core infrastructure, superior safeguards for patient data, and secure inter-office/clinic connections. The more robust design enhanced customer service and responsiveness by providing a highly reliable communications infrastructure for seamless and uninterrupted communications internally and externally.

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## Case Study: Relocation of 800-Numbers

Relocated 1,200 critical 800-numbers without dropping a call

### Client

**Provider of outsourced call center services to the health care industry**

### Situation

Client was providing urgent call center services for calls regarding poison control and medical trials on behalf of approximately 25 major companies with national-brand household and pharmaceutical products. Systems consisted of 1,184 800-numbers—some lines were owned by the call center provider, others by its clients—and two PBXs and three carriers. The goal was to move the call center from one building to another with no loss of calls.

### Solution

InTech led three months of planning with all participants to prepare for the client’s six-hour window for the move. Preparations included acquiring letters of agency from the companies and vendors to give InTech full control over decisions and actions during the relocation. The day of the move, a Saturday, all the calls were routed to a telecommunications center on the West Coast while the two PBXs were de-installed, re-installed and brought back up and running. InTech maintained online contact with all three telecommunications carriers from a central command center during the six-hour move window.

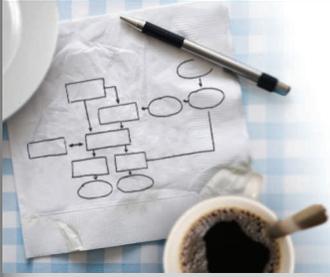
### Results

InTech’s planning and careful coordination of all players—PBX vendors, carriers, and client—led to a flawless move. The lines were brought back up six hours later without a single dropped call, a critical accomplishment for 800-numbers with lives depending on them.

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InTech, because  
they go to bat for  
them and do  
whatever it takes  
to get the job  
done.”*

Consultant program manager,  
Global communications  
manufacturer

## Case Study: **Unscheduled PBX Replacement**

Unscheduled replacement of PBX within 72 hours to support critical hospital communications

### **Client**

**Regional hospital**

### **Situation**

Initial engagement was to determine needs, create specifications and bid out PBX. The project quickly became *replace PBX now* when the system unexpectedly and fatally crashed 2 months into the 18-month project. The system crashed on Friday; by Saturday morning it was clear that the system could not be restored, and the hospital urgently needed a working system for its 500 stations/phones.

### **Solution**

InTech found a PBX vendor with a new PBX system still in the box scheduled for installation in a nearby shared tenant building. InTech was able to have the hardware on-site within 24-hours and negotiated with the vendor to install it for the cost of labor and the opportunity to participate in the RFP post-stabilization. The PBX was installed on Sunday. InTech programmed the voice switch to emulate the codes on the old switch so that there would be no need for staff training or downtime. By Tuesday—72 hours after the failure—the system was fully tested and up and running just like the old system. The hospital’s 500 phones were back in business.

### **Results**

InTech’s quick and creative solution helped the hospital maintain service continuity, avoiding disruptions in productivity and patient care. When InTech completed the original project and put the PBX system out to bid, the cooperative vendor won the bid and within 60 days the hospital had a new PBX system in place that included upgrading non-patient phones to digital.

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