



*"Clients love
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.

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.

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