

Case Study

Overview



Company

Memorial Health Services

Industry

Healthcare

Challenge

MHS needed a unified voice management solution that:

- Was user friendly and server based
- Had cost control and voice monitoring capabilities
- Could integrate with existing systems and equipment.

Solution

VXTracker™ Unified Voice Management Software

Outcome

- Increased cost savings due to ability to bill doctors back for expenses and elimination of unnecessary trunk lines
- MHS can now conduct traffic studies without relying on phone company, which saves time and provides more control

Memorial Health Services Achieves a Healthy Cost Savings with VXTracker

The Challenge

Memorial Health Services (MHS), is a not-for-profit health care system with hospitals in Long Beach, Fountain Valley, Laguna Hills and San Clemente. In early 2007, MHS moved to VoIP as both a cost savings tool and a way to build redundancy into their network. When Pat McNamara, senior telecom communications manager at Memorial Health Services, started implementing VoIP at all of the MHS campuses, he recognized the need for a unified voice management solution to monitor IP traffic.

Since McNamara is responsible for maintaining tight cost controls and ensuring that the company network is operating at peak efficiency, he had very specific requirements. "When I was looking for a unified voice management solution certain things were not negotiable. I needed something that went beyond call accounting. It needed to be server based with cost controls and voice network monitoring capabilities and easy for my team to use."

The Solution

After evaluating several different systems, McNamara selected the VXTracker™ unified voice management solution from Communicado, Inc.

The VXTracker solution helps companies manage their telephone systems and related infrastructure more cost effectively and efficiently. This enables telecom managers and IT support personnel to get their jobs done more quickly and provides executive management with the visibility they need to optimize planning and administration.

"Before we had the VXTracker solution, we didn't have a monitoring system or reporting tools. As far as cost savings go, we are seeing great results now that we have the ability to bill doctors back for their phone system usage and charges—something we couldn't do before we had the VXTracker solution."

Pat McNamara
Senior Telecom
Communications Manager,
Memorial Health Services

McNamara selected the VXTracker solution for several reasons: server based technology (which allowed his team to easily access reports from their desktops), VoIP monitoring, live performance panels, traffic analysis tools and most importantly, cost savings.

McNamara states, "There were a lot of things that VXTracker solution had that the others did not—unless we wanted to buy additional modules, hardware or software. Because it was compatible with our existing infrastructure, we did not have to spend additional budget on upgrading equipment or systems. This was a key cost-saving differentiator for us and the price for VXTracker was outstanding. We got more functionality for a lot less money compared to the quotes we were getting from your competitors."

The Outcome

McNamara installed the VXTracker solution at all MHS sites, connecting to three Nortel, 15 NEC and two Avaya PBXs. It has made an impact on cost control and provided cost savings and the solid network monitoring and reporting functionality McNamara was looking for. "Before we had the VXTracker solution, we didn't have a monitoring system or reporting tools except for an outdated call accounting system at couple locations. As far as cost savings go, we are seeing great results now that we have the ability to bill doctors back for their phone system usage and charges—something we couldn't do before we had the VXTracker solution."

At one location, MHS used the VXTracker solution to perform traffic studies on all of the circuits that come into the hospital. This revealed circuits that weren't receiving any traffic or that were over trunk limits. McNamara says, "We were able to save money by reducing unnecessary trunk lines. Having the ability to conduct our own traffic studies saves us time and gives us more control since we no longer have to rely on the phone company for traffic studies - we can do it ourselves. We will be performing the same studies at our remaining locations to uncover additional cost savings."

About Communicado, Inc.

Communicado, Inc. is the leading provider of unified communications management software. The VXTracker™ software product line is used by more than 400 companies at thousands of sites to reduce business risk and lower operating costs, combining technical tools with executive analytics. Based in Costa Mesa, California, Communicado is a privately held corporation with venture funding from Clearstone Venture Partners and Hummer Winblad Venture Partners. For more information, please visit www.communicado-inc.com.



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