

CASE STUDY: An Ontario Community Health Centre

This local community health centre (CHC) like many across the country is a non-profit, community-governed organization that provides primary health care, health promotion and community development services using interprofessional teams of health and social service providers. These teams include physicians, nurse practitioners, nurses, social workers, dietitians, health promoters, early childhood educators, counsellors and others. They are sponsored and managed by an incorporated non-profit community board made up of members of their community.

The Challenge

The PBX at this community health centre (CHC) was at end of life, they could not expand to accommodate growth and experienced intermittent signs of hardware failure. Because the CHC's telephone service is mission critical, a team was assembled to secure funding and a committee was formed to evaluate new telephone technologies and issued a Request For Proposal from qualified vendors. The following were some of the constraints the CHC and the chosen provider faced.

- For privacy law compliance, all of the CHC's data must stay in Canada.
- A single, centralized & failing on-prem PBX with analog, digital and VoIP desk phones across 8 different physical sites. The system could fail anytime.
- Required a customized solution with complete data control, emergency fail-over, and a reporting tool for client calls, missed calls and call duration to assist with customer support and performance management.
- The system at capacity (could not add new extensions), and was also lacking reliability & failover.
- A super-short delivery timeframe, with less than 35 business days from RFP award date to implementation.
- Little to no support documentation to write an RFP or to pass on to the bid winner.
- IT resources were already operating at capacity with limited ability to take on a new deployment.

The Solution

- A no-risk, 100% satisfaction guaranteed offering to the CHC by Telecom Metric.
- A project management ownership position was taken by Telecom Metric, with the CHC's complete support.
- Extensive consultations were held with key users (management, staff, their managed services provider IDS) to document the present method of operation and determine their desired client and caller experience.
- An all-Canadian cloud hosted, highly customized solution with 99.999% availability SLA, carrier-grade (no single point of failure) with all data residing in Canada to meet the CHC's PHIPA privacy obligations.
- An easy to use "single pane of glass" management console was set up to add & modify users with ease.

The Result

- The solution was deployed in approximately 30 business days from the CHC's technical acceptance right to the "go-live" date with a high customer satisfaction score.
- The project came in under budget.
- A completely documented telephone system and service was delivered to the IT department.
- The CHC's administration and technicians were trained not only on the product, but as well as shown how to train their users.
- The CHC is now able to capture and report on healthcare service metrics for funding purposes.
- Various telephone service continuity measures are now implemented to protect against Internet and power outages.

For more information on how your healthcare organization can benefit from Telecom Metric's business phone solution, please ask one of our VoIP specialists and request more information as well as references from our many happy customers.