

St Elizabeth Physicians Introduces Innovative Treatments

Frees IT Staff to Focus on Core Strategic Business; Improves Patient Care

Challenge

- Dedicated to high quality patient and employee care, challenged with introducing innovative treatments and technology to deliver better patient care.
- Disparate phone systems due to growth from acquisitions of 1,100 employees across 77 locations
- Lack standardized platform to transform the business, prepare for the future, and use new technologies, like video, social monitoring, and other collaboration tools
- Need to consolidate call center functions to reduce burden on office staff and physicians who take calls

Solution

- Customer was considering an on-premise system and chose a Cisco Powered cloud service based on Cisco HCS because of the speed of implementation and ease of support.
- End users can now call directly into partner for helpdesk rather than going through internal IT staff.
- Business continuity plan supported by disaster recovery strategy with guaranteed geographic redundancy

Business Value

- Higher level of customer service and patient support – average patient hold time cut by 50%
- Streamlined call center reduces burden of physicians answering phones
- Allows preparedness for video and telemedicine
- Delivers on promise of “making life easier” for acquired companies