

MIZELL MEMORIAL HOSPITAL

VENSEARCH helps Mizell Memorial Hospital migrate from legacy on-premise telephone system to a unified communications solution.



CHALLENGES

Mizell Memorial contacted VENSEARCH to solve multiple communications challenges. (1) How to increase patient satisfaction through reduced call times, (2) How to decrease the usage of disparate applications, (3) How to streamline internal communication, (4) How to expand the phone system in a cost-efficient manner, (5) How to reduce employee cost associated with maintaining their existing phone system.

SOLUTION

VENSEARCH proposed NEC Univerge Blue Connect to the IT Director, CFO, & CEO of the hospital. Furthermore, VENSEARCH proposed a redundant internet circuit to ensure uptime of hosted phone system. With the features of NEC Univerge Blue Connect, the hospital executives agreed that the proposed solution would help solve their existing challenges, avoid a large CAPEX, and decrease their overall monthly telecommunication expenses.

BENEFITS

Benefit One

The hospital enhanced patient experience & call analytics.

Benefit Two

The hospital enhanced employee satisfaction through features, such as: (1) Mobility, (2) Secure File Transfer, (3) Integrated Meeting Spaces, & (4) Team Chat.

Benefit Three

The executives of the hospital increased their ability to enhance patient satisfaction through decreased call wait times.

AT A GLANCE

Challenges

- Call Wait Times
- Internal Communication
- Analytics & Reporting
- Aging System
- System Expansion Cost

Benefits

- OPEX vs CAPEX
- Enhanced Communication
- Free Hardware
- Automatic Updates
- Cost Savings



“Wade and his team helped us solve multiple communication challenges.

I recommend VENSEARCH to everyone that is looking at upgrading their technology.”

Jana Wyatt

Chief Financial Officer