



National veterinary hospital network stays connected in fast-growth mode.

CHALLENGE

A national veterinary hospital with 140 locations has been growing at an acquisition rate of two to four clinics every month. Ensuring a consistent and reliable telecommunications infrastructure is challenging enough, but with a small corporate IT department and few on-site technical resources, it was impossible to manage. The company was falling behind in turning up new locations because they simply couldn't keep up with all the meetings and activities that were required to make it happen.

SOLUTION

BCM One's InPacket™ hosted voice solution delivers a superior communications platform needed in a high-touch service environment. For many of the locations that had been using traditional on-premises PBX, this offered a consistent look and feel as well as a significant upgrade in capabilities at a comparable, or sometimes even lower, cost. By moving to a hosted platform, they also cut down the number of PBX support contracts. BCM One worked closely with the company's IT director to develop templates to streamline conversions and ensure consistency. The template described what each location should look like from a cabling and phone perspective and we take care of the wiring, installation, setup, and training.

Another critical piece of the solution was BCM One's Sophia™, a technology expense optimization tool that provided visibility into their current state of telecommunications services. With each location receiving four or five invoices every month it was difficult to get their arms around usage, renewal dates and which services were contracted. Sophia gave them the ability to see all of the invoices in a single view for easier management and bill paying.

RESULT

With each clinic having previously set up its own voice and Internet solution—mostly done by a doctor or office manager who doesn't have IT expertise—the setup was often piecemeal. BCM One empowered this growing hospital organization with a streamlined process—often consolidating three or four vendors to reduce complexity. And bringing on BCM One did more than just provide hosted voice to the network of clinics, it effectively expanded the IT director's team. We handle any question or issue the hospitals have with their telecom services so that corporate IT can focus on other activities.

In addition, Sophia is delivering insights that enable the organization to make better decisions and decrease costs. For example, one location was spending \$1,000 per month for POTS lines; while they couldn't switch, we were able to negotiate more favorable terms with the provider. Sophia has also found several examples where lines had been canceled but the location was still paying for them, and other cases where there were redundancies, creating unnecessary costs that could be eliminated.

BCM One's InPacket and Sophia deliver hosted voice reliability and telecommunications transparency

Industry:

Veterinary care

Customers:

General, specialty, and emergency veterinary care