

Case Study

Healthcare Vertical

Network of PT and OT clinics rehabilitates its voice and data network with a one-stop-shop partner.

Challenge

This healthcare organization runs a network of physical therapy and occupational therapy clinics. While the voice and data needs for each location are fairly simple—one Internet connection and two to five phones—their large number of sites around the country was creating complexity that was difficult to manage. They were getting thousands of invoices every month, which placed a massive burden on their accounts payable team who simply couldn't keep up. As a result, they were getting hit with late fees, and in a few cases, circuits were turned off because they weren't properly paid.

But it wasn't just a billing problem. When there was an issue, the IT team struggled to figure out just who to contact, let alone what the root cause might be, prolonging the downtime. After several network-wide outages and lackluster support, they lost confidence in their incumbent provider. In addition to consolidation and support, they had a few additional requirements as well, including shared lines, the ability to have multiple phones on the same DID, and SMS capabilities to support future plans.

Solution

The company evaluated several providers and while everyone was able to consolidate the phone billing, BCM One was the only provider who could consolidate both the phone and the Internet into one monthly invoice. And in addition to meeting all the requirements, BCM One offered other advantages: the redundancy of BCM One's UCaaSOne platform, our hosted voice service, delivered peace of mind, and the open API for the Yealink handsets gave them future flexibility. They started with 250 UCaaS seats. They then began converting over their Internet circuits in an orderly progression, starting with seven sites, along with new clinics as they are acquired and integrated into the network.

Benefits

With BCM One, the organization has simplified its voice and data billing and management down to a single monthly bill and a single point of contact. This frees up a tremendous amount of accounting and IT time, and it also ensures there won't be any unexpected costs or downtime due to incorrect payments. They're even saving money as they are no longer having to buy their Internet circuits individually. And they are thrilled with the level of customer support they're receiving from BCM One and plan to continue expanding the relationship.

Client:

- › Network of physical therapy and occupational therapy clinics

Industry:

- › 350 locations

Solution:

- › UCaaSOne
- › Managed Connectivity