



Major Healthcare Organization Consolidates Telecom

CASE STUDY

OVERVIEW:

Following a merger, a large hospital and healthcare network sought out a scalable, HIPAA-compliant VoIP solution for their telephony needs that improved efficiencies, met compliance demands, and achieved cost-cutting goals. Leveraging Vocal IP's cutting-edge platform, this organization successfully integrated their telecom and IP networking services across 300 locations.

PROBLEM:

This customer is a large healthcare system in the United States, treating over 3 million patients annually and spanning over 300 locations. After acquiring a regional hospital, they concluded that they needed to consolidate their voice and data services into a single IP-based platform.

Healthcare providers are under pressure to reduce costs and streamline operations. This is the driving force behind mergers, achieving economies of scale with simplified operational workflows. Mergers also come with the need to combine technological infrastructures, leading to increased costs, redundancies, and workflow breakdowns. Any successful solution would have to offer robust scalability for new locations.

Additionally, providers must meet HIPAA regulatory compliance, requiring data security and safeguards to protect patient privacy. Few VoIP providers provide end-to-end HIPAA compliance, failing to meet the client's needs.

SOLUTION:

Upon evaluation of today's marketplace, this customer concluded that Vocal IP was the only provider that delivered the robust security, scalability, maintenance options, and integration abilities that they needed.

Vocal IP is built on security, providing full end-to-end encryption of voice traffic for all customers. In addition, our VoIP infrastructure is secure, fully redundant, and provides 24/7 NOC-based monitoring and support.

This customer was also pleased by how easily they could maintain their telephony and data networks. Using Vocal IP's online portal, they could manage their voice services, handle MACD, transcribe recorded media, and insert conversations into their management systems. They were further impressed by our integrations with existing and legacy applications, simplifying the consolidation.

Since implementing Vocal IP, this customer has successfully conducted its own HIPAA security audit. Confident in their choice for their telecommunications needs, they have completed additional mergers, extending their services to more external facilities.