



# Midwest Center for Woman's HealthCare

## VOIP TELEPHONE SOLUTION (VOICE OVER INTERNET PROTOCOL)

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### **SITUATION**

The Midwest Center for Women's Healthcare has several offices throughout the greater Chicago area, employing approximately 40 people.. They were looking for a solution to allow for better communication between offices and staff, help reduce their telephone service and associated costs, which included having someone at each individual office available to answer the phones, and schedule appointments at each office. Additionally, they had no way of transferring calls to between offices if someone called to set an appointment but needed to be seen at a different location or if their physician was working that day at another office. They had to ask their clients to call another number to reach their physician.

### **PAIN POINTS**

- 3 monthly high cost phone bills, for just voice telephone service.
- No forwarding calls between offices or to doctors.
- 6 staff members time allocated for answering phones and appointment setting.
- No centralized Management of the phone systems.
- Dated Phone Equipment

### **SOLUTION**

Netsphere installed a Voice-over-Internet-Protocol (VoIP) phone system throughout their organization. This allowed MCWHC to transfer calls between offices, forward a call's to cell phones, setup paging groups, allowed for video conferencing and centralized reception and appointment setting. This allowed MCWHC to reallocate several hours a day at each office to other tasks, rather than reception and appointment setting. Their monthly charges associated with the VoIP system was significantly lower than what they had been paying, and were able to realize a ROI (Return-on-Investment) in just a few months.

### **ADDITIONAL BENEFITS**

Not only did this solution resolve their pain points, but incorporated other benefits such as:

- A more robust, faster, and a redundant internet connection
- Video Conferencing on demand when needed.
- Integration with their Mobile devices

Netsphere provides MCWHC with Managed Network Services, Remote Backup Services, Procurement Assistance, and Help Desk functions.