

CUSTOMER EXPERIENCE

"ISN's phone system helps us take care of our patients and stay in touch with each other. The difference between the way we used to work and now is like night and day."

Irene Phillips
Director of IT
Institute for Child and Family Health

CUSTOMER

- ▶ Non-profit, health care provider
- ▶ 5 clinics in Miami, Florida
- ▶ Serves at-risk children and families

IT OBJECTIVES

- ▶ Improve voice communications
- ▶ Connect multiple locations
- ▶ Simplify system administration
- ▶ Keep up with the addition of new clinics

SOLUTIONS

- ▶ Managed Hosted IP phone system
- ▶ 300+ Cisco IP phones
- ▶ DID and 4-digit dialing plan
- ▶ Integrated voice mail and email
- ▶ Broadband access - multiple T1s
- ▶ IP VPN network

KEY BENEFITS

- ▶ Improved patient service
- ▶ Extension dialing among locations
- ▶ Secure, high-speed network
- ▶ Easy, web-based administration
- ▶ Supports planned expansion
- ▶ Happy customers



A TRADITION OF SERVICE

The Institute for Child and Family Health formerly CPC is one of Miami's oldest and largest community health centers dedicated to the well-being of disadvantaged families. For over 50 years it has served low-income neighborhoods in South Florida. So well regarded is the non-profit Institute that the Dade County School Board and Court system refer their at-risk children and families for screening, counseling, and education.

CONNECTING CARE GIVERS

With five locations in Miami, the Institute's clinics and offices did their best with a mix of service providers, vendors, and antiquated phone systems. Escalating costs were a big concern, and expenses continued to grow as the systems aged. The small IT team knew there was technology that could help them keep up with their case load and offer staff mobility, but they were worried about an expensive upgrade. ISN systems engineers were invited to conduct site surveys and review phone bills, and the Institute was delighted to learn an affordable solution was within reach.

THE RIGHT PRESCRIPTION

ISN installed over 300 IP phones among the Institute's locations, along with ISN Broadband to support voice and data. DID phone numbers with voice mail help staff stay in touch with patients. Microsoft Exchange Server is integrated with the ISN IpPBX allowing everyone to check voice mail and access their messages via email.



A secure IP-VPN supports data networking between offices. The Institute's small IT staff now can remotely administer all 5 locations through a web portal provided by ISN.

HANDS ON ATTENTION

The technology upgrade was phased in over a 4-month period to avoid any disruption to the Institute's clinical operations. A dedicated ISN project manager and systems engineers took care of all the implementation details. A professional trainer introduced Institute staff to the features of the new phone system and network, and acquainted the IT team with their new management tools.

A HEALTHY NETWORK

With an IP voice network, adding wireless handsets will be plug-and-play, and the Institute can easily add its new state-of-the-art clinic in Miami Lakes. With ISN always on call to lend a helping hand, the Institute can remain focused on caring for the Miami community.