

Avotus Makes “House Call” to Help Healthcare Provider

Avotus Advantages

Automated tasks and provided customized reports

Reallocated and maximized use of existing hardware reaping \$100,000 in savings

This customer is a leading healthcare provider serving 1.2 million people in Michigan. They employ 1,225 physicians and 9,500 employees at four acute care hospitals and 44 primary care/specialty care sites.

Business Issues

Healthcare providers don't take chances with their telephone systems. If critical calls don't get through, lives can be lost. This often means facilities over-provision the number of incoming and outgoing trunks and supporting hardware to ensure call traffic demands are met. These necessary precautions bleed thousands of dollars from limited budgets.

The decision to go with Avotus has enabled the organization to put in place a plan to save over \$110,000 in telecom costs annually. A one-time saving of \$100,000 was also realized through the reallocation of existing, redundant hardware.

Solution

The first stage of the Avotus implementation involved reducing central office and DID trunks. Without sacrificing the ability to meet traffic demands, the organization downsized their trunk group to the maximum number recommended by Avotus. This first phase reduced their telecom expenses by over \$40,000.

“Because we're a healthcare facility, we're very sensitive about blockage, so we went with the conservative maximum required,” says the telecommunication lead network planning analyst. “We didn't have any sites where the Avotus reports were wrong or where we took out more trunks than we should have – Avotus was right on the mark.”

The second phase of the two analysts' recommendations dealt with the organization's internal network. The organization has T1s routed throughout southeast Michigan to link its 35 PBXs together and form a large, private five-digit dialing network.

“We performed an analysis on our T1s that were stand-alone voice T1s to identify where there were opportunities to share with our data group and eliminate a whole T1,” says the lead network planning analyst. “That analysis identified approximately \$71,000 in annual cost avoidance upon implementation.”

Since implementing the first two phases, the organization has not needed to purchase any additional hardware for their network. “Avotus allows us to review and monitor our entire trunking and voice network,” says the telecommunication systems analyst. “This has allowed us to remove several facilities and really save the organization a lot of money.”

