

Avotus Makes “House Call” to Help Healthcare Provider

Executive Overview

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

Business Issues

The customer relies heavily on their telephone systems to ensure timely service. Consequently, they required a solution that saved them thousands of dollars spent on the number of incoming and outgoing trunks and supporting hardware to meet all possible call traffic demands.

Approach Adopted

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

“Because we are a healthcare facility, we are very sensitive about blockage. Therefore, we went with the conservative maximum required,” says the telecommunication lead network planning analyst. “We did not 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, which were standalone voice T1s, to identify 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.”

Avotus Advantages

- » Automated tasks
- » Provided customized reports
- » Reallocated and maximized use of existing hardware, delivering \$100,000 in savings



Results

Following implementation of the first two phases, the customer organization has not met with a requirement 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.”

The decision to go with Avotus 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.

About Avotus

Founded in 1981, Avotus is an award-winning provider of intelligent enterprise Call Accounting solutions. Since its inception, Avotus has worked with corporate telecom administrators to help them tackle the challenges associated with managing their complex enterprise communications assets, which increasingly include a growing number of mobile phones, tablets and other smart devices. Avotus serves customers across 41 global destinations, many of which are industry-leading Fortune 2000 customers.

For more information, please visit www.avotus.com.