



# CASE STUDY

## Healthcare Facility

### TRUSTUC & VOICE UPGRADE



## Challenges

Utilizing multiple voice service providers and multiple PBXs which led to operational challenges and difficulty for troubleshooting.

Using outdated and unsupported phone systems throughout the facility which resulted in inconsistent service for staff and residents.

Relying on various forms of voice services including PRIs, DIDs on analog extensions, outdated POTs lines as well as cellular service for rooms with no service available.

Searching for a secure and automated way to send appointment reminders and receive text messages for scheduling purposes.



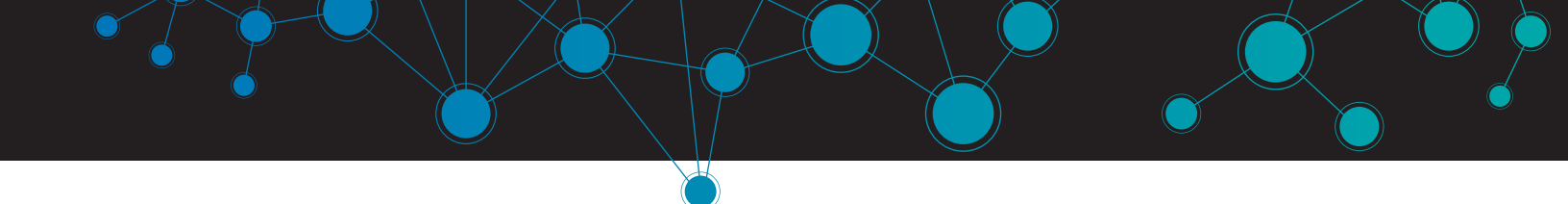
## About the Customer

Our customer is a holding company with subsidiaries that, on a combined basis, provide services to skilled nursing facilities and assisted/ senior living communities. They offer a variety of services in nearly 200 centers across 17 states to meet patients' unique needs, including contract rehabilitation therapy, respiratory therapy, physician services, staffing services and accountable care.

## Previous Solutions

The client previously relied on multiple voice service providers and operated numerous Private Branch Exchanges (PBXs) to manage their communication infrastructure. This decentralized model led to significant operational challenges, making it difficult to effectively troubleshoot and address service issues in a timely manner. The company was burdened with the need to engage multiple carriers when addressing service disruptions, leading to inefficiencies and prolonged downtime.

Unsatisfied with the solutions from their previous carriers, the customer sought out a service provider with expertise in implementing a reliable and scalable Unified Communications solution.



In addition to the decentralized communication infrastructure, the company also contended with outdated and unsupported phone systems, which were difficult to maintain and offer inconsistent service to residents across its facilities. Residents received phone services in multiple ways, including via PRIs to the PBX with DIDs on analog extensions to resident rooms, individual POTs lines to resident rooms, or reliance on cell phones due to the unavailability of phone service in their rooms.

## Telesystem's Solution

With the goal of simplifying their complex communication infrastructure and securing their overall network, Telesystem deployed their TrustUC unified communications solution utilizing their HIPAA and SOC2 type 2 compliant network to address the client's compliance challenges.

Telesystem integrated TrustUC into the customer's existing IT infrastructure, providing physical phones and UC licenses to all staff members, licenses with cordless phones to nurses, and analog lines via an analog gateway to residents across redundant data connections. This consolidation allowed for cost reduction, standardization of service, and nationwide support all on a single invoice, under a single solution provider.

TrustUC's business messaging capabilities allowed the facility to send and receive SMS messages both internally and with patients. They were also able to utilize the AI chat bot functionality to set up automatic replies to frequently asked questions and direct patients to specific portals. By utilizing text message appointment reminders, the facility is able to easily confirm appointments and cut down on the number of no-shows.

Additionally, TrustUC's integrated Security Awareness Training solution enabled the facility to implement ongoing cybersecurity education on risks such as SPAM, Phishing, Ransomware, Malware, and Social Engineering. The solution also armed each team member with 24/7 dark web monitoring to alert on attempted breaches on employees of the healthcare facility.

By consolidating the client's communication infrastructure and implementing a modern, scalable phone solution, Telesystem streamlined the facility's operations, helped secure staff, improved troubleshooting capabilities, and provided uniform phone services to the residents and staff. The upgrade ensured the facility remains operational and adaptable to evolving technology, supported by a provider capable of meeting their employees and patients' evolving needs.