

CLIENT PROFILE

Industry: Healthcare
Annual Revenue: \$1.3b
Locations: 6
Employees: 1,300

Current Situation

- Avaya premise system set up with master-child resiliency and centralized SIP delivery
- Sites having survivable gateways and stand-alone IP office PBXs
- No integration between legacy PBX platform and their in-operation InContact cloud-contact center platform
- Limited, if any, additional integrations or collaboration tools being utilized
- Third party conferencing tools, ATT for voice and Bluejeans for video and screen share
- Network connections a combination of MPLS and Internet circuits, with TDM and SIP dial-tone
- The current design is several disparate networks tied together and could benefit from wholesale change
- Diversity in vendors, but not for last mile redundancy. Connectivity spend not optimized.

HELM Recommendations

- Cloud-based Unified Communications (UC) platform with integrated tools
- Integration models with InContact solution (private cloud-to-cloud networking, shared directory, etc.)
- Identify impact where the UC platform contact center functionality that may be sufficient for some portion of the InContact population (reducing the requirement for higher cost InContact licensing)
- Network redesign through best in class Internet circuits, focusing on vendor and last mile diversity
- Perimeter management strategy for routing and security to incorporate SDWAN and SDP
- Security delivered in combination with edge and cloud services to secure users, applications and access

Solution Impact

- Simplified management requirements and reduced footprint at sites and data centers
- Improved business continuity/disaster recovery inherent in design, no added platform costs
- Consolidated and augmented toolkit for core communications and collaboration
- Opportunity for expanded integrations with: InContact, faxing, CRM, etc.
- Easy to bring-up or turn down license count
- Improve WFH (work from home) alignment strategy (collaboration, mobility, simplify log-in)
- Future-proof onboarding from M&A activity, and/or eliminating due diligence risk if acquired
- Simplified management via centralized command control GUI
- Reduced space and power footprint via consolidated multi-function SDWAN CPE and through cloud delivered SECaaS (security services)
- Improved business continuity/disaster recovery through diverse connectivity, real-time aware traffic steering, and active/active security services
- Reduced costs and overhead
- Significantly improved visibility and insight into critical traffic flow and performance
- Consolidated security stacks, zero-touch provisioning - deploy and scale services

CLIENT PROFILE

Industry: Healthcare

Annual Revenue: \$500m

Locations: 30

Employees: 1,900

CURRENT SITUATION

- Centralized PBX topology for communications and contact center
- Fiber WAN, hub and spoke internet
- Telecom contracts from over a dozen providers
- Variable pricing terms for like-services

HELM Recommendation: PHASE I

- Detailed review and inventory of all carriers, services provided, contractual obligations and costs
- Created detailed visio of network topology
- Completed risk assessment and highlighted gaps
- Eliminated un-used or duplicate services
- Right-sized pricing through standardization of contractual terms
- Implemented \$250,000 annual savings without the luxury of renewals and extended terms

Helm Recommendation: PHASE II:

- Developed a cloud migration strategy for unified communications and contact center
- Implemented lower cost internet connections in tandem with an SDWAN perimeter
- Introduced diverse network LTE for WAN resiliency, cost reduction and 5G preparedness
- Network to scale to accommodate considerable site expansions with ongoing acquisitions

Solution Impact:

- Enhanced patient engagement by expanding the contact center to include SMS, Web Chat and Social Media
- Improved insights into the quality and quantity of patient interactions across all channels, from first patient contact through the entire patient journey
- Consolidated legacy fax operations (fax to machine, fax to mail, fax to application) into a unified enterprise model
- Achieved the full cloud UC and CC migration, evaluated in a five (5) year total cost of ownership model, cost neutral while introducing increased capabilities across the entire enterprise, call center, back office, and to each employee at every medical center
- Reduced average call duration in contact center by 20%
- Significantly reduced time to bring up and integrate new acquisitions