

Telephone Assessment

A new telephone system can be a significant investment for any organization. Whether you are looking for a fresh start by relocating, have aged equipment that desperately needs upgrades, or are trying to increase productivity; a well planned telephone system can have considerable advantages for your organization. The ideal system can support the effectiveness of your organization offering flexibility and productivity for years to come. The wrong decision can leave you with limited functionality and unexpected costs. How do you evaluate which system is best for you when all vendors guarantee superior results?

It's All About the Process...

1. Needs Assessment

- Explore values of current system
- Prioritize needs and review features
- Develop requests for proposals

2. Evaluate System Manufacturers and Vendors

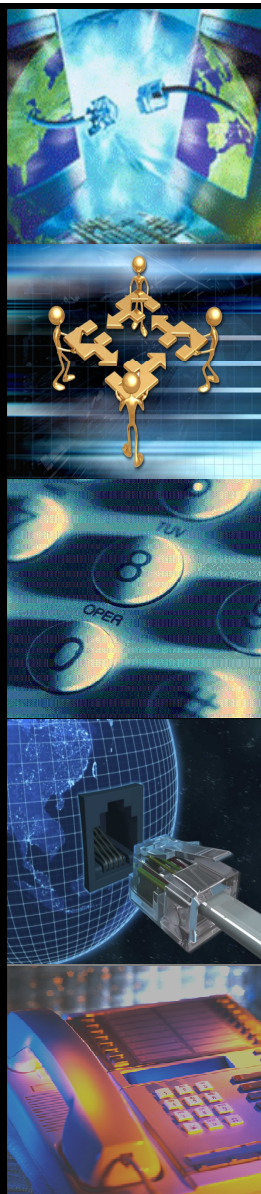
- Manage product demonstrations
- Collect and evaluate system proposals
- Assist with the selection process

3. Calculate Return on Investment

- Reduce costs of telecom services
- Reduce usage charges
- On-Going support and maintenance
- Increased productivity

4. Manage Implementation of System

- Maintain budget and timeframes
- Coordinate carrier services and network provisioning
- Review and reconcile system and carrier billing



INTRODUCING ORION COMMUNICATIONS

Our systematic approach that is used to evaluate a new telephone system provides guidance and expertise to manage the entire process. We interpret the complex terminology often associated with such a technical decision, allowing you to better formulate a decision that will support your organization. Not only do we help in the decision process, but also help identify ways to accelerate your ROI on such a critical investment.

Case Studies

Challenges:

A medical center incorporating eight locations was finding that the on-going support and costs of maintaining an aged telephone system were increasing significantly. Their call flow was very disjointed which required their patients to hang up and call their other locations. Their plans of adding new offices only amplified the current challenges.

**Multiple
Locations**

The Results:

By thoroughly examining the medical center's current and future needs, Orion designed a telephone system solution that allowed the organization to act as a single network enterprise. In coming calls were centralized which reduced the costs of individual site receptionists. The evaluation also identified a telecom cost reduction of over 25%.



Challenges:

A regional insurance company determined that their current telephone system topology could not support the expansion of a new western region. In too many circumstances, inbound calls were touched several times before finally routing callers to the correct department. A mobile workforce was found to be increasingly unproductive when out of the office not being easily accessible to customers and internal users.

**Increased
Productivity**

The Results:

From the customer needs evaluation, Orion was able to develop a solution incorporating the remote workforce into the system. Call center functionality allowed callers to quickly connect with the internal departments that was best suited to support their needs. The new system easily adapted to the work-from-home users that was deployed along with the western territory expansion.



Challenges:

A manufacturing company with two locations was suffering from the limitations of an outdated telephone system. Incoming calls often went unanswered; voice mail was non-existent and on-going support costs were increasing significantly. Mobile users were constrained by the lack of accessibility while on the road which reduced their productivity and hindered response time.

**Increased
Functionality**

The Results:

Orion implemented a telephone system that enhanced call flow by the use of call groups to support sales and customer service. A mobility solution was added to provide users more accessibility in and out of the office by including follow me functionality. To improve the experience of their customers, callers could be easily transferred to cell phones for immediate support.