

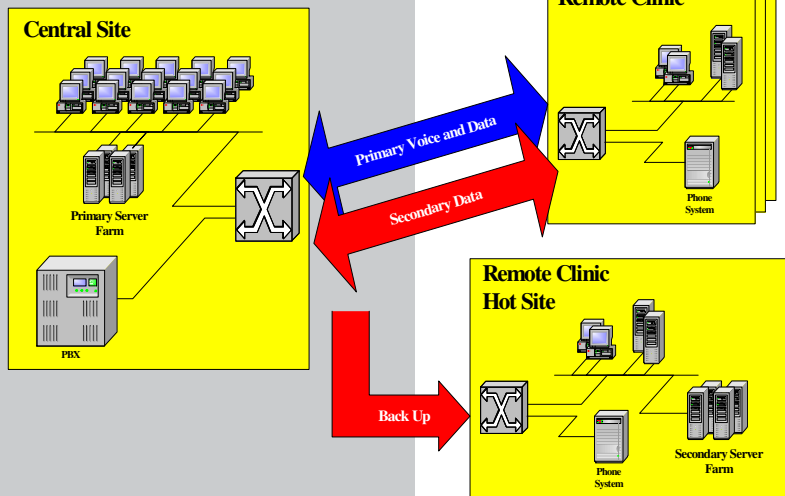
Orion Case Study



Project:
Network
Contingency

Industry:
Healthcare

Orion has been assisting businesses manage their telecom needs for over 15 years. We have the expertise to design, implement, and manage all your needs. We understand the complexities of the marketplace; providing you the guidance and support you deserve.



Orion Communications

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Your Cure for the Common Carrier

Customer's Challenge:

The client was unable to further expand business because their current communications environment was not stable enough to support growth. Patients were already experiencing excessive hold times and a lack of available funds limited their ability to resolve the problem. On several occasions they had complete service outages, preventing any inbound and outbound calls, severely hindering business.

Solution Development:

Increased Capabilities

- **Calls were monitored** to identify periods of high call volume and record the amount of time customers remained on hold.
- **Calls were transferred** to a call center when surpassing a predefined timeframe.

Network Design

- **Primary network** to support data and intra-organizational voice communication.
- **Secondary network** to support data traffic that surpassed availability on the primary network.
- **Hot Site** located at a remote clinic stored a secondary server farm for back-up should a primary service outage occur.

Service Consistency

- **Documented network services** allowed us to eliminate inconsistencies and redundant services, reducing monthly costs while increasing service quality.
- **Change management system** was put in place assigning specific roles to manage and monitor the process ensuring implementation success.

Solution Results:

- **Reduced network costs by 25%**
- **Increased bandwidth by 200%**
- **Reduced call related customer complaints by 85%**
- **Reduced monthly telecom bills from 41 to 4**
- **Achieved a project ROI of under 11 months**