

Orion Case Study



Project:
System
Assessment

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.

Your Cure for the Common Carrier

Customer's Challenge:

As our client was continuing to grow in size and in locations. Their current communications equipment was unable to support the growth and could no longer meet their business needs. The quality of customer service was suffering from extended hold times and customers automatically being directed to voice mail. The client was not actively monitoring what times of day had high call volume. Therefore, they were unable to accurately re-route calls during those peak periods.

Solution Development:

1. Needs Assessment

- **Documented current inventory** at all locations and compared services with other carrier offerings.
- **Interviewed key users** to identify what's needed to most efficiently perform their job.
- **Prepared a financial analysis** detailing the benefits and overall costs of the proposed options.

2. VoIP Technology

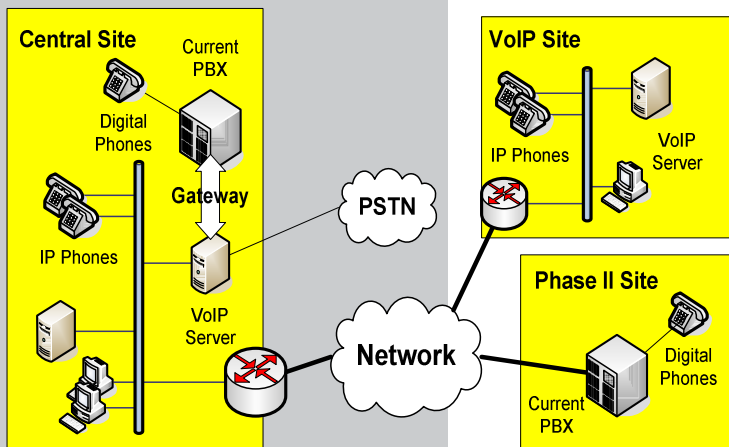
- **Ease of integration** for future applications and business changes.

- **Minimized the cost** of on-going maintenance and the cost of adding new locations.

- **Intra-organizational calls** could be made over the internet, which decreased the cost and increased efficiencies.

3. Communications Conversion

- **Built a migration path** between their current system and the system being implemented for successful conversion.
- **Coordinated the efforts** of multiple departments and carriers to make sure all parties were on schedule and on track with the conversion schedule.



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Solution Results:

- **By reducing hold times, usage costs were cut by 18%**
- **Decreased hold times by 20%**
- **Set up remote monitoring of call center personnel**
- **Provided reports documenting usages details**

