



## CUSTOMER EXPERIENCE



### Maryland Primary Care

#### A healthy business

Maryland Primary Care (MPC) is a network of physician practices with 11 locations throughout Central Maryland. Supporting an exceptional medical staff, business operations are based in Millersville at Physicians Management Group, which supports the billing, operations and facility needs of the remote physicians' office locations.

#### The right prescription

Years ago Tom Forsyth, MPC's CIO, was an early adopter of VoIP. He began by deploying his first IP phone systems in a non-critical care setting to ensure there would be no disruption to patients or providers. His corporate office in Millersville was the ideal pilot location, since the phone system there was near the end of its useful life. His hands-on experience with Mitel's reliable UC solutions convinced Forsyth that it was time to migrate all 11 MPC locations to IP.

#### A holistic plan

Chesapeake and MPC have been working together for 20+ years. After CTS deployed a Mitel MiVoice Business hub at MPC headquarters, all MPC remote offices were methodically connected to the unified voice network. New IP phones are powered across existing cabling, using Power over Ethernet technology. Following each weekend cutover, Forsyth took over management of each office's phones from his management portal – customizing each user's device online.

#### Integrating new capabilities

As Mitel launches new apps, MPC can easily add new capabilities. Further complementing the new systems, 7 Mitel Contact Centers have been added to distribute incoming calls for appointments, prescription refills, requests for test results, and other follow-ups. The MiCollab app provides users with mobility, messaging and collaboration functions directly from their PCs and smart phones.

#### Reinforcing the network

Converting traditional phone lines to Broadband services has provided savings and plenty of capacity for call handling. The new communications systems and redundant network are designed to enable MPC physician offices to stay well connected – enabling Physicians Management Group to add future technologies as they emerge.

*"In our doctors' offices, Voice Communications are incredibly important to how we deliver patient care and how we function as a business."*

**Tom Forsyth, CIO**  
Physicians Management Group

#### Customer Highlights

- Group Healthcare Provider
- 11 Maryland locations

#### Solution Overview

- 9 Mitel MiVoice Business systems
- 2 Mitel MiVoice Office systems
- 7 Contact Centers
- IP phones
- Power over Ethernet Infrastructure
- Integrated paging

#### Key Advantages

- Improved internal communication
- Cost savings on local calls
- Administrative control
- Reinforced data network plan

**CALL TODAY!**

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