"We depend on reliable voice services to serve our patients and grow our business. The combination of Mitel technology and CTS support enables us to achieve both."

Customer Highlights

- Medical Imaging Provider
- Multiple Locations in MD and Delaware

Solutions Overview

- Mitel MiCloud Service
- 100+ IP Phones
- Cabling & Fiber: Design, Build, Support
- Turnkey Project Management
- 24x7 Local Support

Key Advantages

- Improved internal communications
- Centralized system management
- Automated updates, system upgrades
- Administrative control via Web portal
- Built-in system redundancy

Medical Imaging Provider

The picture of health

With multiple locations and serving hundreds of patients a day, an Anne Arundel County-based imaging provider prides itself on being among the Mid-Atlantic's fastest growing healthcare firms. Unlike other facilities owned and operated by national providers or by non-medical personnel, their company is run by medical professionals focused on providing the most advanced imaging services, including 3T, MRI, Open MRI, CT, Ultrasound, DEXA, X-ray, and 3D Mammography.

Making the right call

When the company started looking for alternatives to their aging, on-premises Toshiba phone systems, they tested hosted deployments at a few remote sites. The first two providers they trialed failed to deliver, and they almost gave up on the promise of Cloud Voice. When a new COO came on board, he suggested CMI take another look at Mitel's Cloud solutions. The new COO oversaw Voice and IT at another local institution and became a fan of Mitel's technology and CTS local support. Mitel is the global Cloud Voice leader, and CTS was recently recognized as Mitel's #1 Cloud Partner in the United States. On the initial deployment of MiCloud and CTS oversight, the busy firm did not experience any of the service-related issues encountered with their other hosted service providers, so it was an easy call to go with a full deployment.

How it all works

MiCloud delivers a highly reliable and flexible business phone solution with minimal capital outlay. Mitel's geo-redundant data centers securely host the platform, while information and crystal-clear VoIP calls traverse cost effective broadband and SIP services. MiCloud allows employees the freedom to access the system's features, regardless of whether they are in an office, on the road, or working from home.

Essential business capabilities

MiCloud delivers a user-friendly interface on its range of desktop phones and its mobility apps for laptops, tablets and smartphones. Employees now have the flexibility to communicate using voice, email, chat or text from any device. They can take advantage of productivity features that include presence-based awareness, instant video calls, visual voicemail, and much more. To remain HIPAA compliant, advanced security ensures that sensitive patient data remains safe.

Looking to the future

The provider is planning to add call center capabilities to their growing MiCloud network, including routing real-time patient information to customer agents wherever they may be working. System and feature upgrades are automatically added to MiCloud's service, further enabling the company to offer patients the highest degree of responsiveness as it continues its successful quest for regional leadership.

CALL TODAY!

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