



# Network Systems Solution Spotlight

## Cisco Unified Communications Infrastructure

Client: Healthcare Technology and Solutions Company  
Location: Northeast Ohio

### Business Need

The customer was in need of a communication solution to link its call center, in-house technical services and field-dispatch locations across the country. Through more streamlined internal communication between offices, the organization would be able to provide stronger customer service and support.

The company's current private branch exchange (PBX) system was unable to provide the desired collaboration and scalability. It was dated, had limited features and could only serve one location. In addition, its maintenance expenses had become greater than the cost of installing a new, unified solution.

### Solution

To truly meet the needs of the organization, MCPc examined the company's business processes and future growth plans prior to making any recommendations. Based on this assessment, it then put in place the infrastructure — including hardware, software and licenses — to support a Cisco Unified Communications solution.

The recommended solution contained robust communication features such as Unified Messaging and Unified Contact Center Express, that would greatly improve collaboration between the call center and field service technicians

In addition, MCPc procured and installed 110 Cisco Unified IP phones. These devices take full advantage of the newly converged voice and data networks while remaining user-friendly and convenient.

Before the system went live, MCPc performed basic end-user training courses to educate employees on the features of their IP phones.

### Results

The new handsets are easy to use, and improve employee productivity and inter-office communications. For example, by using conferencing services, employees can add callers to a teleconference through their handsets without an external conference platform or software. In addition, Unified Messaging allows employees to access email, voice and fax messages from a single inbox from any location at anytime.

Unified Contact Center Express creates a more streamlined call center by automatically distributing calls, providing agent-desktop services and ensuring that each contact is delivered to the correct agent the first time. This has shortened the customer-service cycle and led to increased customer satisfaction.

Even with these added features, the Cisco Unified Communication solution has a total cost of ownership (TCO) that is significantly lower than the original PBX system. It is also scalable, allowing remote users and sites to be added as the company expands.

If your organization is interested in improving communication and collaboration through integrated voice, data and mobility applications, MCPc is available to discuss your needs and develop a solution for your unique requirements.



### Highlights

This organization was looking to replace its current private branch exchange (PBX) phone system with a communication solution that would link its call center, in-house technical services group and field-dispatch locations. MCPc installed the infrastructure needed to support a full Cisco Unified Communication system — including Unified Messaging, Unified Contact Center Express and VoIP telephony. The provided solution improved internal communications, lowered total cost-of-ownership and ensured scalability for future company growth.

### Benefits

- More efficient technical support, resulting from better collaboration between the call center and service technicians
- Increased employee productivity through an improved communication infrastructure
- Streamlined call center and shorter customer service cycles, leading to higher customer satisfaction
- Scalable system that allows for future company growth



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