

UCAAS FOR A MAJOR URBAN MEDICAL CENTER

A major urban medical center leverages a communications platform that delivers distributed voice solution as an OpEx service

Background

A major urban medical center in Detroit that has more than 2,000 licensed beds, 3,000 affiliated physicians and over 12,000 employees. The medical center is fully accredited by the Joint Commission on Accreditation of Healthcare Organizations.

Challenge

The client's provider for voice telecommunications service has discontinued its DID / DOD / Toll Free services for roughly 18,000 lines. The client wanted to ensure that there is no disruption to its end-user handsets, in-house cabling / wiring infrastructure, feature parity and service levels on the existing service. It wanted a new solution that was sensitive to current pricing levels and that allows future enhancements like Mobility, Disaster Recovery, Contact center, etc.

Solution

Atlas designed Global IMS and SOA-based Architecture



Virtually carrier-grade scalability



Federated model with diversity and redundancy



Multiple deployment models: hosted, CPE, data centers, global enterprises



SIP Trunking – Local/LD/Toll Free (can be provided if needed)



Complete OpEx solution: HW, SW, Managed Service



Capability to provide DRaaS



Mobility-as-a-Service

Benefits

By leveraging UCaaS, the client was able to:



Upgrade features from moving to a SIP-based environment without loss of service



Have a stable system that can be monitored and enabled as an OpEx "as a Service" model



Enjoy greater flexibility in controlling end-user requirements