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How thinQ Voice helped a healthcare system save 50% on telephony

> "In addition to reducing costs and providing a great quality system, when you work with thinQ you get people that can help you far and beyond anybody else in the industry."

MARK GRIGSBY
Operations Manager, Vobis Software

Vobis Software, part of PCI Internet & Telecom Solutions, is an innovative, full-service telecommunications solutions provider serving Oregon's enterprise and small to medium-sized firms.

Their expertise coupled with quality, low-cost telecom service providers like thinQ enables them to offer competitive, customized telephony services for businesses of any size.

HIGHLIGHTS

OPPORTUNITIES

- Vobis's rural, multi-campus healthcare client struggled with an outdated phone system lacking modern features

- Cut high cost of telephony infrastructure and voice minutes to allow expanded spending on quality care and patient services

- Improve the quality and capabilities of the phone system to meet the needs of patients, doctors, nurses, and administrators

GOAL
Modernize an Expensive, Outdated Phone System

> " We cut their bill by more than 50% after replacing their system with SIP trunking and adding thinQ Voice.

Mark Grigsby is in his 35th year of designing and managing telecommunications installations for businesses at any scale.

As Operations Manager at Vobis Software in Coos Bay, Oregon, he's adept at bringing modern software and cloud tools to bear on telephony projects.

> " What I tell people about our area out here is we... still sweep dirt floors. We are still in the '80s and '90s for technology. We have clients with old switch connections, we still have people with frame relay. We can't get a Basic Rate Interface (BRI) connected to customers here.

Mark led a team tasked with helping Lower Umpqua Hospital District – the cornerstone healthcare system in Coastal Douglas County, Oregon – find ways to cut their telephony costs to expand patient care services. Plus address staff and patient requests for a more modern phone system.

> " The district was spending $8,000 a month to get mediocre service that was missing important features. They were paying $4,000 for 4 Primary Rate Interfaces (PRIs), about $3,000 in voice minutes, $1 per phone number, plus 10 cents a minute for long distance. It added up fast, and every dollar matters.

> " Our goal was to provide a rural community health system with all the benefits of a metropolitan installation and save money every month. The healthcare system was spread out; the regional hospital that they work with is 35 miles away. Every call in this area is long distance. "

SOLUTION

- Remove legacy telephony hardware

- Replace with modern SIP trunking and cloud communication capabilities

- Integrate thinQ Voice as the health system's inbound and outbound voice provider

- Install modern handsets with expanded capabilities: dial by name, voicemail, more

OUTCOMES

- 50% reduction in telephony costs

- Deliver higher-quality calls

- Dynamic failover to deliver 99.99% up-time

- thinQ support team provisions and ports numbers in record time

- Tools to research call issues in real-time

SOLUTION
Install thinQ Inbound & Outbound Voice

> " We cut their bill by more than 50% after replacing their system with SIP trunking and adding thinQ Voice. You're a significant part of their daily operational savings. Plus we're providing services they could not get from their previous system - dial by name, voicemail, voicemail to email transcription, and more.

Mark explained that Vobis includes thinQ in their installations not only to get high-quality inbound and outbound calling, but to leverage thinQ's cost advantages.

> " You guys negotiate with carriers every day. You give me the ability to pick and choose who's upstream, so I always get the best pricing, flexibility for routing, and redundancy.

> " I don't need multiple carriers to provide failover, because with thinQ it's built in. "

Flexibility, Redundancy, 5-Star Support Included

> " It takes me about 60 seconds to reroute an entire dial plan. Everything from 800 numbers to local prefixes, long-distance prefixes and international. I don't need multiple carriers to provide failover, because with thinQ it's built in. I don't lose sleep at night.

During the number porting process, thinQ's support team went the extra mile to help Mark, "...identify where the hold ups were. We were able to quickly resubmit numbers to keep the transition on track. The information exchange, the transparency, the understanding of the entire process that the thinQ support staff has, that's one of the most valuable things that your company has."

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