



Industry: Healthcare
Installation: 13 locations, 2000+ ports
Date of Install: November 1993 (Initial)
May 2008 (most recent)



Challenge:

Florida Medical Clinic needed to grow by opening new locations over a period of time but wanted a full spectrum telephony vendor without sacrificing quality of service.

Solution:

FMC chose CSM to provide their operation with the required equipment and service with a single point of contact (SPOC) for all its telecom needs at a very competitive cost.

Benefits:

- The operation has a single vendor to call for all telecommunication issues. CSM helps the FMC IT staff to manage its moves, adds and changes which helps to eliminate certain expenses.
- It is estimated that FMC has saved over \$250,000 in the course of their 15 year relationship with CSM due to superior quality of service and cost avoidance.
- Customer service is enhanced significantly with the Quick-Q call center solution which enables operators to handle calls efficiently and quickly.

Success Summary

Healthcare Sector



REGION'S #1 FULL RANGE MEDICAL PROVIDER CONTINUES EXPANSION

relying on CSM to deploy a centralized fifty agent call center while expanding and upgrading their PBX

Florida Medical Clinic is a multi-specialty group of physicians, surgeons and healthcare providers that use a team approach to provide area residents with the latest advances in patient and medical research. Florida Medical Clinic provides a full range of services such as MRI and X-ray to specialties like cardiology, gastroenterology, orthopedics and more.

Florida Medical Clinic (FMC), created in 1993, was the first clinic in our area to merge primary care physicians with multispecialty physicians in an effort to provide the best medical treatment and education for area families. Today, they have grown to over 80 doctors combined with over 700 highly skilled medical professionals in 20 specialties to offer a network of medical support for the West Florida community.

In 1993, FMC's C.E.O., Joe Delatorre, selected CSM to provide the first of many telephone systems. CSM was able to make a business case for the scalable and sustainable deployment of the Vertical Networks (then Comdial Corporation) telecommunications platform. "CSM was the best choice based on the scope of their offering and the low TCO they were proposing." said Joe Delatorre, "We have exceeded our initial expectations by a multiple factor during the past fifteen years that they have been our vendor. To say that I am pleased with our investment with them would be an understatement." Over the years, CSM has upgraded and deployed new technology and services to meet FMC's need and timetable as they continue their success and growth.



Success Summary

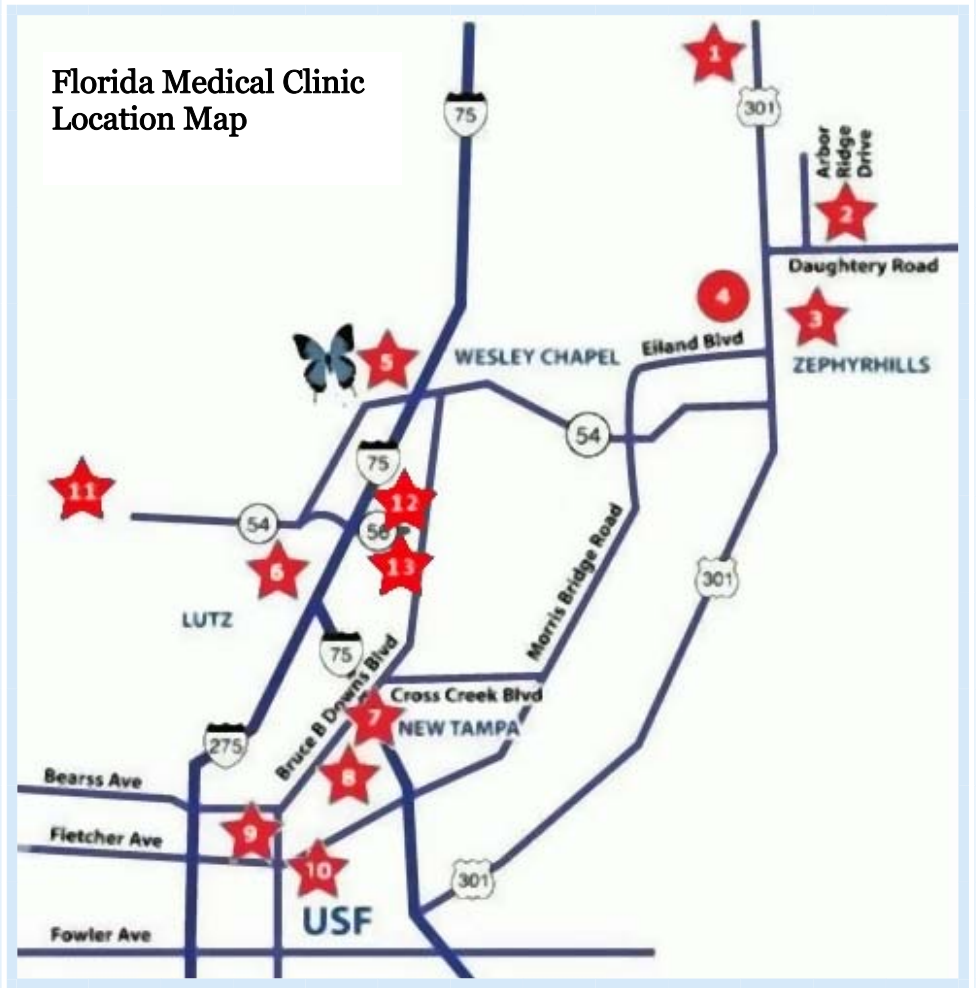
Healthcare Sector

A DIAGNOSES FOR SUCCESS

Florida Medical Clinic’s success has driven their expansion across the region. With 13 locations serving patients and several administration centers to support them, call volume soon became an issue. “It was one of the symptoms of our success that needed to be properly addressed so the growth could continue.” said Mr. Delatorre.



Florida Medical Clinic Location Map



“The ability to have a centralized call center saves us thousands of dollars each year while greatly increasing the satisfaction of our patients who’s calls are handled quickly and accurately the first time.”

- Joe Delatorre
Chief Executive Officer
Florida Medical Clinic

The professional team members of CSM designed a centralized call center based on the Quick-Q platform that was able to easily handle the call volume today as well as cost effectively scale for the future. Along with the recent 50 agent call center installation came an upgrade of the Vertical FX system that allows 10,000 busy hour calls. The benefits were recognized immediately.

“The ability to have a centralized call center saves us thousands of dollars each year while greatly increasing the satisfaction of our patients who’s calls are handled quickly and accurately the first time.” said Mr. Delatorre. “CSM is an important member of the team that has made that level of success possible.”