



# Success Story

Large, Distributed Physician Group Upgrades Patient Care with Enhanced Connectivity to Healthcare Providers through Sangoma

## THE CUSTOMER

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As one of the largest regional comprehensive independent physician groups in the country, this customer serves doctors, patients, and care teams throughout their region. They connect over 500 health care providers to the support and resources they need, as well as bring together doctors and patients to facilitate the best care.



## CHALLENGES

With over 500 individual health care providers and locations distributed throughout their region, this major independent physician group needed a better way to connect them with their patients as well as support and resources for superior patient care.



## SOLUTIONS

Sangoma was able to provide the customer with a centralized UCaaS solution including flexible deployment options, an advanced Contact Center, and simplified billing. As a result, the customer was able to handle greater call volumes and unify their providers with patients with ease. They increased productivity overall and standardized communications across the entire distributed network.

## BUSINESS CHALLENGES

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With over 500 individual health care providers and a plethora of locations to manage, the customer needed a truly unified, flexible, and cost-effective phone system. Their large organization relied on mostly independent PBX systems at individual sites with different hardware, requirements, and vendors. This setup was driving up their costs dramatically and made large-scale communications and call volumes more difficult to manage.

## THE SOLUTION FROM SANGOMA

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The customer knew they needed a more unified phone system that would allow them to simplify their processes, streamline workflows, and reduce costs across the entire organization. During their search for a unified communications and collaboration solution, they came across SouthTech, a Sangoma partner. SouthTech recommended Sangoma's cloud-native platform, which offered flexible deployment options, an advanced Contact Center, and simplified billing as well as end-to-end support for installation, hardware, and ongoing maintenance from a single provider.

## THE RESULTS

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Thanks to their new Sangoma system and relationship through SouthTech, the customer was able to centralize their contact center to handle greater call volumes without losing productivity. They also were able to standardize their communications across all locations, unify their providers, support short-staffed offices, and better manage their billing and reporting.

By switching to Sangoma, the customer was able to consistently maximize their value compared to other providers thanks to Sangoma's strategic solutions, 99.999% reliability and top notch support correlating with their growth and evolving business challenges.

Sangoma offered a greater range of solutions for the best price, as well as dedicated support during challenges due to the COVID-19 pandemic. They enjoyed significant success with Sangoma's advanced Contact Center solution, which allowed them to shift to remote work seamlessly and maintain the same high-caliber connectivity to providers and patients.

In addition, they also found great value in Sangoma's API integrations support and the ability to accept raw data to manage their own reporting. Overall, Sangoma provided them with everything they needed to become a more productive and efficient organization, and deliver better healthcare services.

## THE PARTNER

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For more than 25 years, SouthTech's team of 50-plus technology consultants, certified engineers and support technicians have been empowering clients in every industry with all-inclusive technology solutions for a fixed monthly fee. SouthTech's mission is to serve as IT Navigators and trusted advisors for their customers, helping them turn technology into a true business asset that propels them toward reaching and exceeding business goals.