



Healthcare

▶ Edgewater Systems Leverages JEP-hosted Polycom® VoIP Solution for Cost Savings, Business Continuity, and Productivity Gains

▶ Daily Use

- Client interaction
- Healthcare administration

▶ Solution

- Polycom® SoundPoint® IP 650 desktop phones
- Polycom SoundPoint IP 331 desktop phones
- VoIP integration provided by JEP Communications

▶ Results and Benefits

- Vastly more reliable phone system, ensuring business continuity in times of disaster and resulting in improved responsiveness to client needs
- Considerable cost savings of more than \$10,000 per month
- Provides greater access to staff members, resulting in increased productivity

▶ Partner

- JEP Communications
www.jepcommunications.com

Edgewater Systems is a human service organization offering a comprehensive set of behavioral healthcare services to individuals and families in northwest Indiana. Led by President and CEO Danita Johnson Hughes, the organization serves up to 4,000 clients per year and addresses a wide range of psychological disorders.

Reliable phone service is key to the organization for communicating with current and potential clients, whether scheduling routine appointments or use in an emergency situation. The existing Edgewater phone system was frequently down due to bad weather, lacked even the simplest productivity enhancing features, and cost the organization a considerable amount of money each month.

Vice President of Information Systems Mike LaBroi and his IT team were tasked with finding a new phone solution for the organization. And, as LaBroi explains, it was a challenge they embraced. "As an IT department, we are trying to move the organization as far into the future of technology as possible to enable our clinicians to do their jobs better. Not only are we responsible for the provisioning of all data and communications, we developed our own customized electronic medical record system for the organization. So we were thrilled to be moving to next-generation voice communications."

Moving to Next-Generation Technology Thanks to JEP Communications

Working with VoIP telecommunications provider, JEP Communications, Edgewater deployed an organization-wide hosted VoIP network consisting of nearly 200 Polycom desktop solutions, including the Polycom® SoundPoint® IP 650 and SoundPoint IP 331 phones. The systems are in use every day, primarily for client calls but also for communicating with other agencies such as hospitals, courts, police, social services, and mental health organizations.

"We're extremely happy with the HD voice on the Polycom SoundPoint IP 650 systems. It doesn't matter if you're talking to someone long distance or right next door, when you use the speaker phone, you can almost hear a pin drop."

Mike LaBroi, Vice President of Information Systems, Edgewater Systems

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Joe Proctor, President, JEP Communications

“We had tried VoIP when it was first available with another vendor and it did not work out well at all,” says LaBroi. “We were fortunate that JEP Communications was able to guide us through the process the second time around, making the implementation so easy and allowing us to leverage the features that only a VoIP solution can deliver. JEP has also provided great service since the installation. Any concern, issue, or question has been answered in a very timely manner; it’s been a solid partnership.”

Edgewater is a longtime user of the analog Polycom SoundStation® conference phones, so the decision to deploy Polycom VoIP phones was an easy one, and users have been impressed with the sound quality of the desktop phones. “We’re extremely happy with the HD voice technology on the Polycom SoundPoint IP 650 systems,” says LaBroi. “It doesn’t matter if you’re talking to someone long distance or right next door, when you use the speaker phone, you can almost hear a pin drop.”

A Reliable Solution

“The pivotal point for us in deciding to move to a new phone system was a power outage that lasted three to four days,” recounts LaBroi. “Being a Behavioral Services organization, we need to be there for our clients, we can’t afford to have our communications system down. We had to patch together a makeshift network of cell phones.

LaBroi and his team were considering another analog system, but in the end, the features enabled by a VoIP deployment sold them, especially the ability of a hosted solution to provide business continuity for the organization.

Business Continuity

“Our solution saves Edgewater from ever missing a call,” explains Joe Proctor, President, JEP Communications. “With our business continuity plan in place, calls are instantly routed to emergency numbers, cell phones, or other Edgewater locations. They can make changes to the plan within minutes, and the plan is customizable at the user level.”

Feature Rich

In addition to standard features such as call forwarding and expanded voicemail functionality, Edgewater is benefiting from the ability to integrate the phone system with other applications. For example, LaBroi has added an auto-dialer to

the system that pulls schedules from the organization’s electronic medical record application and automatically reminds clients about appointments.

Cost Savings

In addition to a robust and reliable voice communications solution, Edgewater is realizing substantial cost savings from its VoIP deployment. The organization has reduced its monthly phone bill by almost \$10,000 since switching from its previous analog system. And those savings don’t even factor in the expense of the pricey PBX maintenance agreement or the high cost of additions and changes. LaBroi also appreciates the simplified billing offered by the VoIP solution. “With our analog phone system there were so many separate bills, it was really hard to track,” he says. “Getting everything on one bill as well as the flat-rate billing are great features.”

Productivity Gains

Finally, LaBroi has received positive feedback from employees and has noted productivity increases. “About 30 members of our staff work out in field and the fact that they can have calls transferred right to their cell phones allows them to continue doing business even when they’re on the road.”

Leveraging the Investment

Looking ahead at the future of communications within Edgewater Systems, LaBroi sees numerous opportunities for leveraging the VoIP network. Eventually, LaBroi plans to use JEP’s other unified communications tools such as Outlook integration and would even like to see Polycom video conferencing solutions deployed on the network, both to streamline administrative tasks and for client interaction.

Learn More

To find out how Polycom solutions can help your organization, visit us at www.polycom.com or speak with a Polycom Account Representative.

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