



Phone System's Designed For Today's Business **Case Study** **Healthcare**

- A pioneer in affordable healthcare, this Bangalore based Hospital chain has created healthcare facilities in semi-urban and rural areas
- The client is focused on bringing back the local doctors who have a rural or semi-urban backgrounds to serve their communities, by providing them a professional and rewarding work environment
- With 14 hospitals that treat 400,000 patients per year, the client has also built a successful model of identifying hospitals that requires upgrade and they bring in new doctors and new facilities to support local needs

Challenge's faced

- Allowing patients to reach the hospital nearest to them, in the most cost effective and efficient manner
- With Hospitals in Tier – II and Tier – III cities of South India and the HQ in Bangalore , all the patient calls to the toll free number landed in the HQ, although most of the patients wanted to speak to their nearest Hospital, in the local language
- Once the call was transferred to the Hospital, the head office had no control/ track of how the call was handled by the local Hospital
- Crucial patient data was being lost due to untracked calls
- Leaving the patients on hold for a long a time could have serious repercussions

Need of the hour!

- A unified business communication system that uses location based routing and auto attendant to route calls to the relevant hospital
- Unified view of all the communications with the outside world, to keep track of patient's information
- Transfer the patient call to the relevant hospital within the shortest time possible

The client was moved from conventional PBX to a Cloud based solution : Bizphone

All services on
Cloud

Auto
Attendant
using IVR

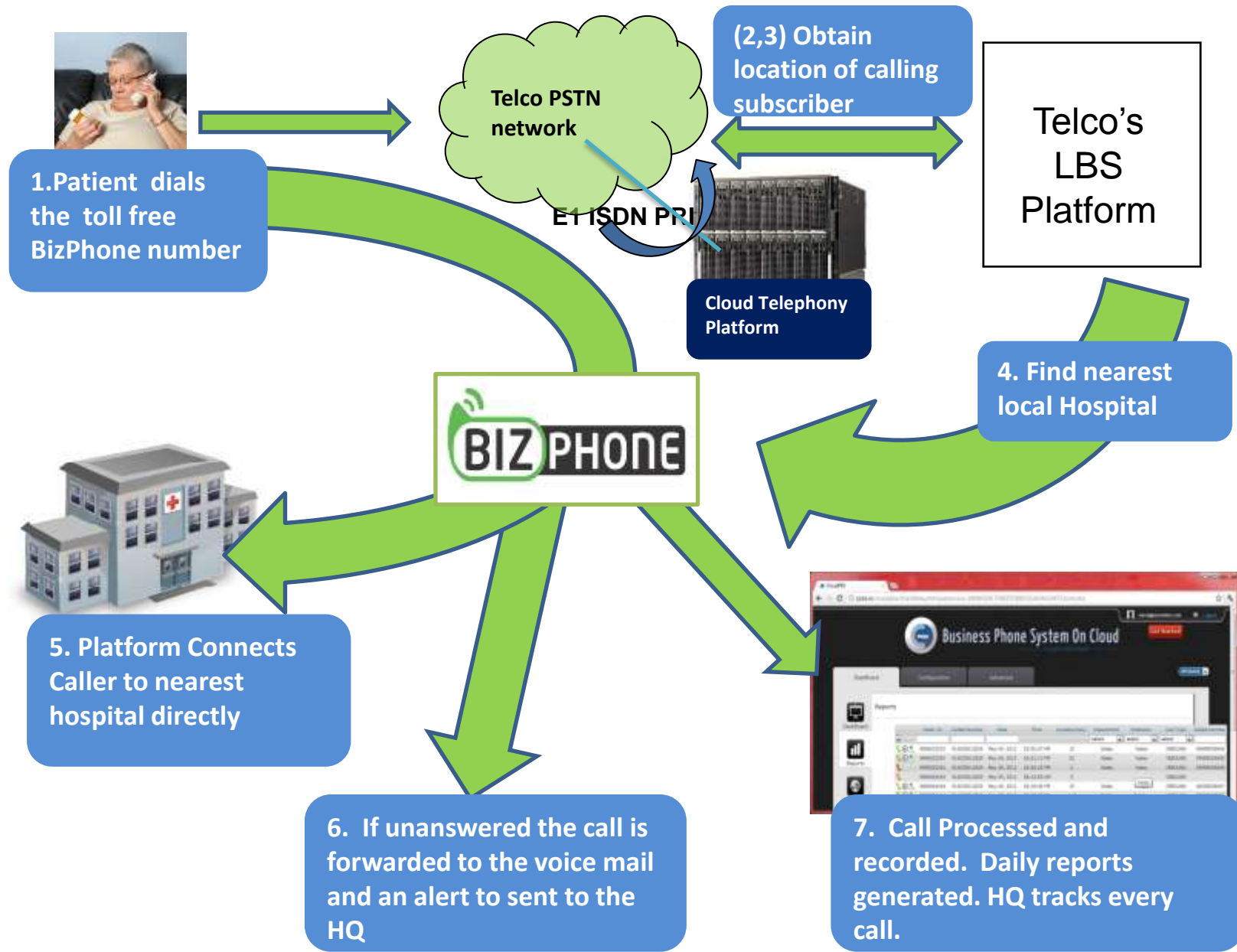
Customized
app that
takes pin
code input
for
Location
based
routing

SMS and
Email alerts
of
unanswered
calls

Real-time
and
historic
reporting
and dash
boards

Quality
Monitoring
From
anywhere
at real-time

BizPhone at Work !





Key benefits:

- ✓ *Centralized administration of all business communication*
- ✓ *Improved responsiveness*
- ✓ *> 95% calls answered*
- ✓ *Overall improvement in efficiency by 50%*
- ✓ *Improved relationships with the patients*
- ✓ *Reduced patient support costs*
- ✓ *High scalability*

- Ozonetel is a leading provider of Cloud Telephony services in India, specializing in Unified communications space and cloud contact center space through its solutions BizPhone, Cloud Agent and Kookoo. Ozonetel provides Consulting, Integration, Implementation, Support and Training services in the Contact center space. To know more visit www.ozonetel.com
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