

Overview

Country: United States
Industry: Healthcare

Customer Profile

Maine Medical Center, the largest hospital in Maine, is the premier referral hospital for Maine and northern New England. Located in Portland, the 606-bed facility is both a teaching hospital and an active research center, providing comprehensive services in all medical specialties.

Business Situation

MMC needed to replace its aging voice mail systems with one reliable solution that could integrate seamlessly in its multi-switch environment.

Solution

MMC chose Active Voice's Kinesis unified communications system for its multi-site medical campus. Kinesis is ideal for large organizations with heavy call volume, such as hospitals and healthcare facilities. Unlike most other messaging systems today, Kinesis can support a multitude of telephone switches. Kinesis can also scale to several hundred ports on clustered servers, allowing it to handle hundreds of callers simultaneously. The modular architecture of Kinesis allows for a high level of flexibility and availability.

Results

- Increased cost-savings
- Streamlined communications
- Enhanced productivity

Active Voice Has the Right Prescription for Saving Costs, Streamlining Communications at Maine Medical Center

"After investigating our options, we chose Active Voice's Kinesis system because, unlike other unified messaging systems today, it can support a myriad of switches."

**-Tim Clement, Telecommunications Analyst,
Maine Medical Center**

Maine Medical Center (MMC) has learned first-hand that effective communication is paramount to helping deliver quality patient and family care. As the state's largest healthcare facility, MMC prides itself on



offering the latest innovations in technology, delivered by dedicated, compassionate caregivers. The hospital provides both inpatient and outpatient care from its 606-bed facility in Portland, Maine, and serves as the primary referral hospital for the New England region.

Business Situation

With three major campuses in the Greater Portland area, including smaller medical offices and administrative buildings, MMC serves over 5,400 employees and supports nearly 8,000 telephones. Like in many healthcare organizations, effective communication among staff members is critical when patients' lives are at risk. MMC desperately needed to replace its existing voice mail systems that were aging and reaching end of support. In addition, the hospital needed a messaging solution that would help streamline communications between staff and medical personnel regardless of the PBX locations on campus.

"Both of our voice mail systems were either retired or approaching retirement by their manufacturers," explained Timothy Clement, telecommunications analyst for Maine Medical Center, "and because of proprietary protocols, our voice mail systems could not easily communicate with one another, which made it difficult for employees around campus to leave messages for one another."





Active Voice Healthcare Solution Customer Success Story

“The challenge was finding a cost-effective messaging solution that could integrate seamlessly with both of our switch platforms and provide flexibility as we migrate users to one PBX,” said Clement. “We also wanted a system that was reliable, scalable and easy to use.”

Solution

“After investigating our options, we chose Active Voice’s Kinesis system because, unlike other unified messaging systems today, it can support a myriad of switches,” noted Clement. “We also knew that Active Voice had a strong reputation for developing quality systems that would be supported for many years. The Active Voice Kinesis unified communications system was the right choice for us because the price was better than alternative solutions, plus it offered multi-switch support, a flexible architecture, and an intuitive user interface.”

Active Voice’s Kinesis unified communications system is ideal for organizations like hospitals and healthcare facilities that experience heavy message volume and have many users across multiple locations. Kinesis helps to streamline communications by allowing users to access and manage their voice, fax, and e-mail from the desktop PC, through a touch-tone telephone, or over the Internet. The Kinesis system integrates with a wide variety of telephone systems and can scale to several hundred ports on a cluster of servers, allowing it to handle hundreds of callers simultaneously. In addition, the modular design of Active Voice’s Kinesis solution allows for a high level of flexibility, reliability and scalability, all common concerns for large organizations.

Results

“MMC has somewhat of a unique configuration,” explained Tom Manea, system engineer for Active Voice who assisted with the Kinesis implementation. “We installed two Kinesis servers – one for each of MMC’s existing switches – that shared a common voice mail directory and database. This combined solution, in effect, now serves as one single voice mail system with a single point of administration and redundancy capabilities in case of hardware failures.”

This system configuration has proven extremely valuable to MMC because employees can now leave messages for one another no matter what PBX they are using.

“This configuration has completely met our needs,” said Clement. “With the Kinesis servers in place, our systems can now communicate with each other and we have seen real productivity benefits. Plus, since the Kinesis servers share a common interface, making adds, moves and changes is easier and faster now, which is a huge time saver.”

MMC was also able to save on costs by purchasing a messaging solution that could support a multi-switch environment today and support the migration of users in the future.

“Because of the modular design of Kinesis, this configuration will allow seamless migration when MMC begins moving users from one PBX to the other over the next few years,” explained Manea. “Installing the two Kinesis servers has been much more cost-effective than purchasing a proprietary system for each switch which would have cost us up to four times as much,” noted Clement.

“I have to commend Active Voice for building a truly high-quality unified communications system,” said Clement. “The system engineering team of Tom Manea, Daniel Vlad and David Seller has been incredibly responsive. They installed a very unique configuration and have risen to the challenge very quickly and effectively. I cannot praise them enough.”

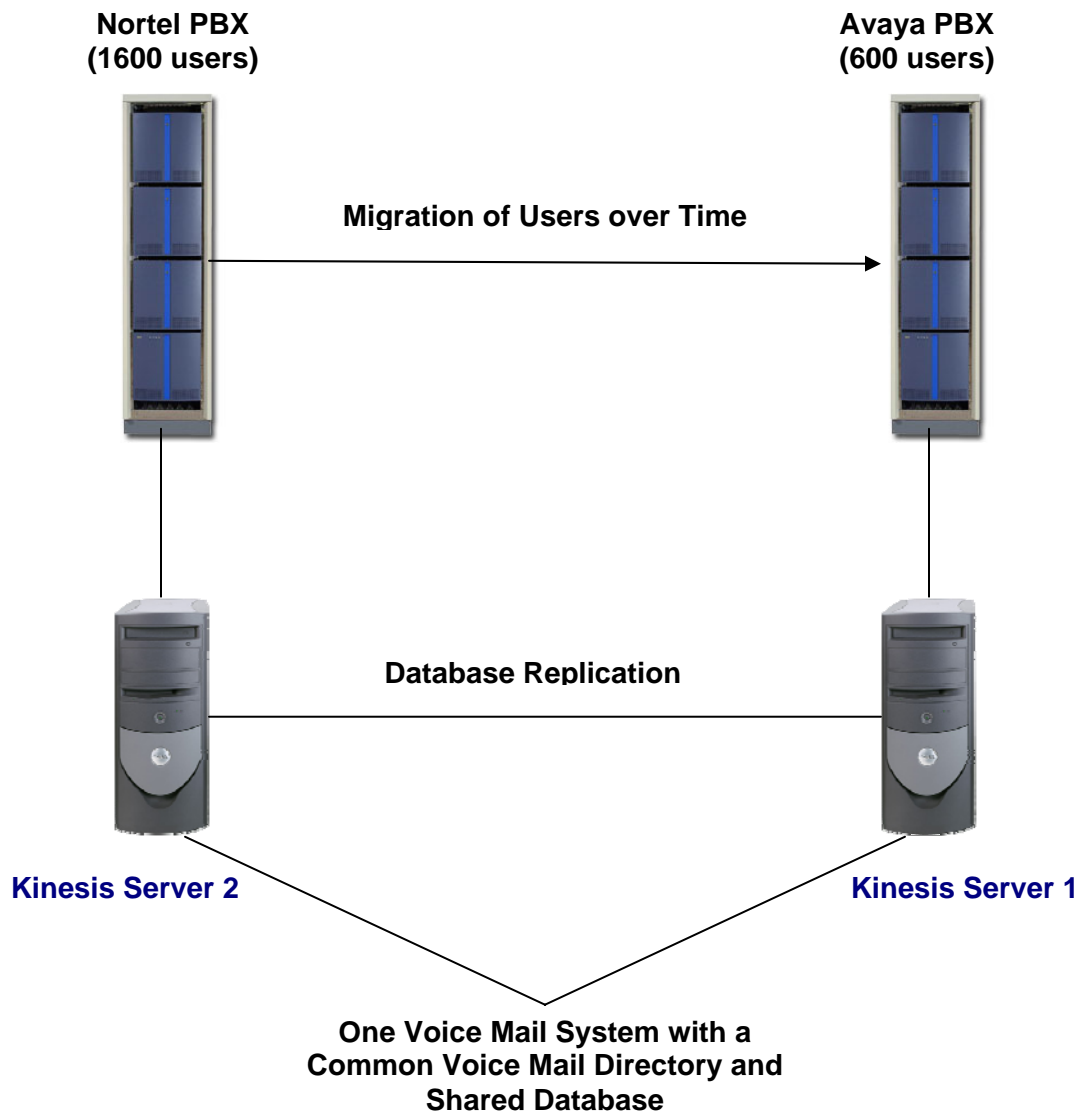


Conclusion

The MMC experience shows how Active Voice's Kinesis unified communications system can help organizations address communications challenges, potentially save money and improve employee productivity. By implementing the Active Voice Kinesis solution, MMC is able to focus on what it does best – providing quality patient and family care for the New England region.

The Active Voice Kinesis unified communications system is available through Active Voice's Authorized Reseller channel and international offices. For more information, please contact Active Voice Sales Support at sales@activevoice.com or call 1-800-284-3575.

Maine Medical Center Kinesis System Configuration





Active Voice Healthcare Solution Customer Success Story

For More Information

For more information about Active Voice products and services, please visit:
www.activevoice.com.

North America

Seattle Corporate Office
Tel: (206) 441 4700
Sales: 1 800 284 3575

EMEA

Netherlands Office
Tel: +31 (0) 36 546 1212
Fax: +31 (0) 36 546 1213

Asia-Pacific

Australia Office
Tel: +61 (0) 3 9581 3111
Fax: +61 (0) 3 9581 3192

This case study is for informational purposes only. Active Voice, LLC makes no warranties, express or implied, in this summary. Active Voice and the Active Voice logo are trademarks of Active Voice, LLC. The names of actual companies and products used herein may be the trademarks of their respective owners.

*The registered trademark KINESIS is licensed from Kinesis Corporation (www.kinesis.com), designer and distributor of ergonomic computer accessories.

©2006 Active Voice, LLC. All rights reserved.

