

HealthCare Billing Systems

Customer Success Story

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Overview

HealthCare Billing Systems (HBS) had long outgrown the capabilities of their legacy PBX. In fact, they had added various disparate devices to serve their needs which had become a nightmare to manage and maintain. They were looking for a modern communications system to replace them. The essential requirements were that this replacement system be compact, scalable, flexible, and open. In addition, HBS wanted the new system to be equipped with tools to enhance employee collaboration and improve client service. The MX1200 was the only system that met all of these requirements.

Today, the legacy PBXs have been completely decommissioned and the employees of HBS are enjoying the productivity gains brought about by using the MX1200. With presence, instant messaging, and advanced call handling rules, people throughout the organization maintain continual contact and provide their customers with a very professional impression.

Benefits

The employees of HealthCare Billing Systems immediately started to use their ZIP4x4 telephones and MXIE (the client graphical user interface). Using MXIE, employees are now able to view the status of their colleagues at any time. They have configured and applied advanced call handling rules based upon presence so the company's clients receive prompt and efficient service.

Operators view the presence of everyone in the company and use this to more efficiently route calls. They are aware of the exact status of employees and can provide this information to their customers. When an employee is on the phone, the operator corresponds with that person using instant messaging; the operator is not forced to have to call or page the person to correspond as was necessary with the legacy PBX.

HealthCare Billing Systems' plan to quickly expand the company to over 500 employees. These employees all have differing needs when it comes to communications, and the fact that the MX1200 is based on open SIP technology allows for the use of many different communications devices that suit users' specific needs.

Installation

The internal communications technical staff at HealthCare Billing Systems immediately understood the ease of deploying the MX1200 Enterprise Media Exchange. With no formal training, and only an installation guide by his side, Corey Wilson, the IT Manager, was able to completely deploy the 100 user system in less than half a day.



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About HealthCare Billing Systems

HealthCare Billing Systems specializes in out source billing for emergency medicine facilities throughout the United States. The company is founded and managed by doctors specializing in emergency medicine. For more information, access:

<http://www.hbsbilling.com>



About Zultys Technologies

Incorporated in 2001, Zultys Technologies has its headquarters in Sunnyvale, California. Zultys designs and manufactures award winning products that integrate telecommunications and data communications for enterprise networks. These products are based on open standards, allowing ease of deployment and management. Zultys develops its hardware and software specifically to create products that deliver complete solutions in single boxes. For more information on Zultys or its products, access:

<http://www.zultys.com>

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