

Voxalis give new life to MediCentre

Medicentre is London's premiere walk-in private doctor and health service with nine sites in prime, central locations.

They provide convenient access to doctors and other health services on a walk-in basis. Procedures such as the treatment of everyday illnesses, doctor consultations, fast-track referrals to consultants and specialists, vaccinations and clinical tests may all be carried out to the highest possible standards at a time to suit them. The merger with Casualty Plus has added three more sites across the United Kingdom. MediCentre approached Voxalis in order to integrate its telecommunications infrastructure across all of its 12 sites.

"Simply put; we have benefited from the most up to date call handling features, quick and easy deployment, no disruption to our cashflow, long-term cost savings of cheap communication links into the hosted network, free internal calls and the cost-benefit of bulk-buying our BT network access in league with other Voxalis customers!"

Emmet Jenner, IT Manager, MediCentre / Casualty Plus

Challenge

With 12 sites all operating on disparate telephone systems all operating in an isolated manner MediCentre needed to rationalise the management of its telecommunications infrastructure.

Solution

The Voxalis Hosted IP telephony service brings all sites onto one common system and network with all system features, including adds moves and changes, managed centrally by MediCentre's IT Department using the Voxalis Management portal.

Result

External and Internal Telecoms support costs reduced to almost nothing.

Challenge

With so many branches it was almost impossible to ensure that MediCentre clients were calling the correct branch to address their needs. Also there was no common call routing for out of hours calls. This was resulting in frustration and lost business.

Solution

By using Voxalis AutoAttendant and Number Management all calls are routed to the correct location according to client choices selected using their telephone key pad. Calls made out of hours are directed to a central corporate message with options to leave a voicemail or be directed to an out of hours operative.

Result

Clients always reach the correct location and in the event that they make an incorrect selection on the AutoAttendant can simply be transferred seamlessly to the branch that they need. This has removed client frustration and ensured that no calls are lost.

Challenge

Medicentre needed a cost effective solution that was simple and easy to roll out across its sites. With sunken investment in legacy infrastructure, capital expenditure budgets were extremely tight.

Solution

With all of the telephony systems hosted in the Voxalis Data Centres there is no requirement to install expensive equipment on site. The Mitel IP phones simply plug into the existing data cabling (Cat5/6) and calls are routed through the network switch onto the Voxalis private network. The Voxalis managed service contract means that there is no capital outlay with service paid for our of operating expenditure.

Result

Medicentre have been able to self install most of their sites thereby eliminating external costs. In addition, as all sites work in the same manner, they have benefited from a unified communications platform in much shorter timescales than a CPE (customer premise equipment) solution would have allowed. With no capital expenditure, MediCentre completed the project well within their budget.