

Livtech assists a nationwide healthcare provider with the aggregation and on-going management of their voice services

This nationwide healthcare provider operates 300 locations throughout the US in partnership with leading nephrologists. The company strives to deliver optimal outcomes and excellent service through state-of-the-art technology, highly trained staff and continual education of patients and their families about the disease process and treatment for renal care.

The Challenge

- Needed a trusted advisor to help manage the technical evaluation and migration process to a single carrier for POTS aggregation.
- Difficult supporting 900+ POTS lines across 300 locations
- Required a 35% monthly cost reduction by consolidation efforts
- Team was stretched thin as they had to work with 24 different voice providers with over 150 invoices
- Carrier account team turnover has led to instability on the account
- Lack of centralized support and 24 different client portals has led to many errors with orders
- Operational team had to work with 24 different NOCs for support

“Telecommunications is critical to the life line of our business and Livtech has been instrumental in helping us access, design and build a nationwide service platform that has allowed us to communicate more effectively, save money and most importantly free up our resources to focus on patient satisfaction.”

—
Director of Operations

The Solution

- Livtech worked with their technology partner, BCN, to provide a turnkey, consolidated solution to aggregate all of their local POTS lines at each location
- Livtech's project team accessed the current infrastructure and created a cost-effective, integrated, single-source solution resulting in hard and soft cost savings
- Provided one sophisticated Client Portal to view and manage service locations, moves, adds and changes
- Migrated fault management to a single NOC allowing for streamlined support for outages
- One consolidated invoice for all locations that gave them easy to read monthly invoice

The Result

- Saved the Healthcare provider approximately \$2.2M over 3 years
- Reduced costs by over 50% due to voice consolidation, reduced taxes and surcharges
- Increased efficiency by avoiding unexpected service disruptions, fees, and billing errors
- Reduced administration time by over 100% because Livtech is now responsible for billing compliance, new orders as well moves, adds and changes
- Livtech lifecycle support improved visibility, resolution, and internal customer satisfaction while allowing the Healthcare provider's employees to focus on patient satisfaction