



Case Study

Healthcare organization stipulated conversion of new communications protocol not disrupt customer service levels during implementation

Client:
Healthcare Organization

Industry:
Healthcare Services

Service Offering:
Staffing Services
- Infrastructure Staffing Services



The Situation: This healthcare provider was faced with transferring 300 of their nationwide facilities from Magic Protocol to TCP/IP.

The Challenge: The company required outside resources to deploy the new protocol at all of its sites, since using internal resources would negatively affect customer service levels.

The Response: As a premier provider of technology staffing and services, TEKsystems® was able to provide the needed resources within one week, earning the exclusive business of the company.

TEKsystems provided 21 network technicians who traveled to each individual facility to perform the conversion process, as well as handle Level I and Level II phone support for post-installation issues. While on site at the facility, TEKsystems' technicians also acted as Project Coordinators, facilitating the conversion process from start to finish.

The Result: The conversion resulted in a significant decrease in communication costs, as well as an increase in terminal speed. By utilizing TEKsystems, the company was able to successfully complete the project without sacrificing its internal customer service levels. The company saved time and money, and the project was kept within its desired time frame and budget.

The Technology: Magic Protocol, TCP/IP, Level I and Level II phone support for all post-installation issues