

Case Study

Creating reliability and simplicity with the Cloud

DEMOGRAPHICS

Medical Recruitment
2 Locations | 500 Employees

OBJECTIVES

Engage a partner to implement a new telecom system that ensures scalability for future growth, implementing disaster prevention measures, and seamlessly integrating the phone system with data applications.

A Florida-based medical recruitment company with \$54m in annual revenue chose CT Solutions to implement an enterprise solution to create a long-term efficient environment

CUSTOMER PROFILE

Established in 2006 and based in Florida, their company helps support access to care by providing experienced, highly-skilled Therapists and Allied Professionals to providers nationwide for short and long-term staffing needs. Part of their "Family of Staffing Companies" and ranked 4th in the nation for Healthcare Staffing, their businesses serve over 1,300 facilities nationwide, filling thousands of vacant positions every year.

Their focus is single-minded: "*To improve the delivery of patient care and the lives of everyone we touch.*" From placing therapists in positions at quality healthcare facilities to partnering with clients to grow their business, their values are the baseline for everything they do.

CHALLENGES

- Outdated telecom systems reaching end of life
- System unable to handle growing capacity demands
- Limited, complex premise-based infrastructure
- Poor, unresponsive customer support

GOALS

- Provide an enterprise solution for future growth and instant scalability
- Enhance their system resilience and reliability
- Align their phone system with their data applications and CRM
- Implement cloud-based telecom solution

THE SOLUTION

1. Transition to Cloud

Implement the **Mitel MiVoice Business** system and become one of the initial deployments in **Azure**, leveraging the benefits of a modern, cloud-based telecom solution.

2. Future Growth

Design and implement a scalable telecom system capable of accommodating the customer's projected growth, ensuring that their communication infrastructure can handle increased call volumes and business expansion. This includes the instant and effortless addition of new users.

3. Software

Align the phone system with the customer's existing data applications and Customer Relationship Management (CRM) software, facilitating seamless information exchange and streamlining their business processes. Plus, ensure that the telecom system remains up to date with the latest software releases, security patches, and feature updates.

4. Cost Efficiency

The estimated expenses of a public cloud solution were projected to be three times higher, making the private cloud a much more cost-effective choice. Not only did this decision translate into substantial cost savings, but it also allowed the company to have full ownership while only paying for continued support.

CT SOLUTIONS

CT Solutions was founded by industry veterans on the premise that a communications company should put human interactions first. The CT team takes the hassle of improving communications off the shoulders of busy executives. From structured cabling to Cloud migration, contact center deployment to systems integration, we provide companies with quality communications in a personalized, partner-led way.

We appreciate the relationships we create that allow our team to repeatedly work with customers on various solutions, year by year.