



Connaught

CONVERGED SOLUTIONS

Case Study

MIDLANDS MEDICAL PARTNERSHIP SELECT HOSTED PHONE SYSTEM



The Midlands Medical Partnerships (MMP) wanted to streamline their telecommunications, preserve costs and prepare for a future that would see their call handling centralised in one location. To make sure that these objectives were achieved, they put Connaught's hosted IP solution at the heart of its strategy.

The challenge to create an integrated telephone operation for MMP's 12 sites was a top priority. The newly formed organisation was receiving over 17,000 calls per day and needed a system that was robust and offered the ability to distribute calls to any location across their portfolio.

Connaught specified their hosted IP solution which enabled MMP to roll out a uniform solution across their 12 sites, allowing each practice to manage their own call handling at

a local level, but with the added benefit of transferring calls, without charge, to any one of their 250 telephones across the organisation.

Moving away from the traditional type of solutions has allowed MMP to deploy their new system quickly and with minimal upfront costs, just a simple fixed monthly cost to cover usage charges. Modifications to the system can be carried out centrally by Connaught's skilled support team without the need to visit site.

Building on its success, MMP are now centralising their appointment booking system which was part of their initial vision. Apart from delivering improved patient access, MMP are hoping to reduce their operating costs by 30% as a result of this exercise.

Challenges

- Bringing together 12 separate practices, who all worked very differently, into one centralised telephone system
- Improving call handling and patient access across all sites
- Bringing down surgery phone bills

Value Created

- Minimal up-front costs, giving a fantastic return on investment
- Increased efficiency allowing calls to be routed to any of the 12 sites during times of low staffing or high call volumes
- Centralised phone hub with live statistics to measure performance
- In queue announcements for improved patient experience

The Connaught Difference

Connaught's hosted IP system is an enterprise grade voice only solution for businesses and organisations of all shapes and sizes. The platform offers an on demand service with no hidden costs, rapid installation and allows flexible working from any device or location. As the solution sits in the cloud, it delivers full business continuity, so you can carry on making and taking calls whatever the circumstances. Trust Connaught to drive your business forward today and in the future.

**With over 30 years' experience,
call one of our expert team to see how we can help you.**

Connaught Converged Solutions
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