

Medical Specialists of Palm Beach

CASE STUDY

Physicians group standardized communications to gain mobility and efficiencies across 20 locations.



The Challenge

Medical Specialists of Palm Beach (MSPB) is the largest group of primary care and multi-specialty physicians / providers in Palm Beach County with over 60 Providers and 20 Locations. It had disparate phone systems and wanted one standardized solution from a single provider that included extension dialing and easy-to-use, mobile communications across all offices. It also needed a simplified fee structure for doctors joining the membership in addition to having a system that is easy to manage long-term.

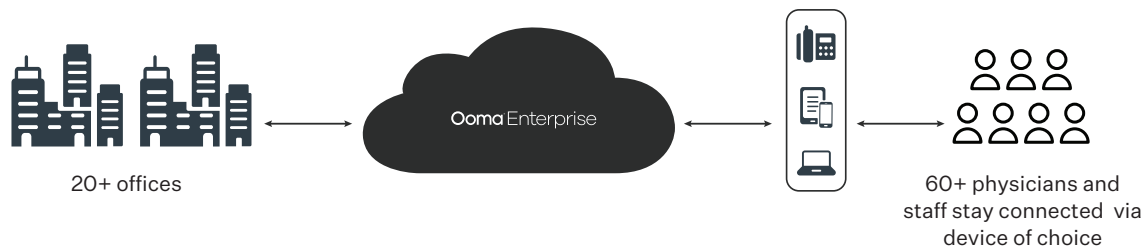
The Solution

The Ooma Enterprise team designed a new cloud communications system that was easy to use, and maintain. The new system accommodates virtual numbers, portability, and business continuity between offices. With their new IVR, calls are easily directed to a physician or staff member that is rotating between various offices during any given week. Nobody has to worry about tracking down which office to ring.

Care providers love having the ability to use a mobile app on their smart phones and laptops so they can call different offices and patients back using their business line on their personal devices.

Ooma Enterprise provides:

- High-touch project management to standardize infrastructure and manage a phased implementation with zero disruption across multiple locations
- The ability to ring a legacy DID / phone number during the transition to UCaaS
- Mobile and desktop apps for seamless ease of use across any device of choice
- Hot desking so users can take their phones with them
- The ability to integrate into appointment setting and reminder SMS systems. This efficiently optimizes staffing during peak call times to manage their call flows better



Ooma Enterprise



Collaborate. Share. Connect.

Video meetings, softphones, desk phones, and mobile apps. Each endpoint is customized to fit the needs of all your users.



Customizable. Flexible. Scalable.

Forget about being force fed cookie-cutter solutions. We'll do tailored integrations that perfectly fit your business.



Network Security. Redundancy. Reliability.

Our network provides unparalleled voice quality which connects your users across the shortest distances between 7 global POPs.