



*“I was very happy with InTech’s onsite resources. They were easy to work with, very compatible with the team and project, and frequently went beyond what was asked.”*

Manager, Global Application Development & Management, North & Latin America, Network Communications Company

# Managed Services for Hospitals

Voice support for today’s challenging health care environment

Hospitals have a lot on their plates today. Financial challenges, healthcare reform, government mandates, patient safety concerns, physician relations issues — the list seems to go on and on.

*Wouldn’t it be great if communications technology didn’t even make the list?*

**The InTech Group, Inc.** has been working with hospitals, medical centers, and other health care providers for 25 years to streamline processes, reduce costs, and improve patient service. We offer a range of benefits for over-stressed hospitals.

## Improved Voice and Data Operations

Our Voice Managed Services are built on high-touch service, frequent communications, and proactive, continual improvements:

- **PBX maintenance and management**, with 24x7 NOC monitoring and dispatch, ticket resolution and hardware replacement.
- **Hosted voice solution** for general telephony and contact centers that is fully redundant with inherent disaster recovery, ‘find me follow me’, and unified messaging.
- **Seamless transition** from maintenance/management to hosted services with contract rollover, quick set-up, and easy process to add/cancel sites.

## High-Performing Contact Centers

Creating contact centers that improve hospital efficiency, increase productivity and enhance patient service is one of the things we do best:

- **Design solutions** around the user experience while ensuring that the environment, technology applications and tools support organizational objectives and facilitate contact center productivity.

- Examine business applications and work flows across the organization to identify connections and integration opportunities, then develop the **systems architecture** to facilitate the overall business processes.
- Redesign and enhance business processes and provide **ongoing management** of all contact center applications.

## Lower Communications Costs

We leverage decades of communications experience to help manage telecommunications expenses, saving our clients millions of dollars:

- Audit staffing, contracts, telephony systems and devices, and network infrastructure to **identify cost-saving opportunities**.
- Audit maintenance contracts and **negotiate terms** for short- and long-term contracts.
- Optimization of vendor and carrier invoices and **billing consolidation**.

## Better M&A Planning and Integration

We offer a full range of pre- and post-merger services:

- **Inventory voice and data** equipment and maintenance contracts to help a hospital prepare for sale or due diligence.
- **Assess systems infrastructure** of the acquiring organization and acquisition target, to identify synergies and cost-savings opportunities.
- Integration planning with **design, architecture and management** of a consolidated voice and data infrastructure and common platform.
- Rigorous **integration project management** and ongoing management of systems, carriers and vendors for the merged infrastructure.

## Our Clients

Our clients range from regional firms with single locations to some of the world's largest, most recognizable companies:

- Top 10 U.S. bank / Fortune 500 company
- World's leading mobile phone supplier
- Largest municipal government in North America
- Leading global provider of consumer specialty insurance/assistance services
- Leading health care system in Massachusetts
- Leading telecommunications company in Australia
- Global asset financing firm.

## Representative Health Care Projects

- Provided independent analysis of a planned new core and edge data solution for a regional medical center.
- Performed a rapid-response evaluation of a critical voice and data system for a leading health care system in Massachusetts.
- Cost-justified a contact center solution, then assessed and recommended the best contact center technology for a large multi-site orthopedic hospital.
- Performed an unscheduled replacement of PBX within 72 hours to support critical communications for a regional hospital.
- Relocated 1,200 critical 800-numbers without dropping a call for a provider of outsourced call center services to the health care industry.

## How We Work: Six Simple Ideas

<b>Put the Client First</b>	We work within our client's culture, customs and practices. We strive to deliver client service that surpasses everyone else in the business.
<b>Leverage the Wisdom of Teams</b>	We leverage individual strengths through team problem-solving, brainstorming, and knowledge-sharing—leading to better ideas and better solutions.
<b>Focus Solutions on the User</b>	We design all solutions around the user experience, while determining the technological and financial feasibility of alternative solutions.
<b>Design for Real Life</b>	We have extensive experience improving customer service by leveraging technologies and streamlining business processes and flows.
<b>Simplify the Complex</b>	We deliver consistent and comprehensible communications, including user-friendly documentation that helps people understand how things <i>currently</i> work and how they <i>should</i> work.
<b>Sweat the Details</b>	Our meticulous approach ensures that business requirements are thorough, alternatives are explored, and tested solutions are delivered on-time and on-budget.

For more information and case studies, visit [www.intech-group.com](http://www.intech-group.com).

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