

PAINLESS WEEKEND CONVERSION

DATAVIZION SEAMLESSLY CONVERTS CSO'S ANTIQUATED PHONE SYSTEM INTO THE LATEST IN RELIABLE TELECOMMUNICATIONS.

CLIENT:

Central States Health & Life Co., a mutually owned insurance company specializing in the debt protection market.

CHALLENGES

Central States Health & Life Co. had relied on their Nortel analog phone system since 1998. Jim Vaughan, Second Vice President, Information Services Infrastructure, knew it was just a matter of time before a **new system was required to keep up with changing technology**, but Vaughan was reluctant to take such a step. In addition to the cost, he worried about work disruption. The company's **business relied heavily on their phone systems** as part of their workflow. He was also concerned about the **impact the change would have on employees** who were used to – and comfortable with – their current system.

SOLUTIONS

After a thorough consultation and careful planning, DataVizion decided that implementing **an Avaya IP Office system was the best solution** to meet all of CSO's needs. It used a traditional digital format, rather than an IP. In addition to being **cost effective**, it offered CSO a **flexible infrastructure** and wouldn't interfere with other aspects of their business.

Knowing Vaughan was reluctant to change, DataVizion helped to ease his concerns by **implementing a virtual IP Office test system**. This allowed employees to see the phone sets, make calls and become familiar with the new technology before the actual transition.

INDUSTRY:

Healthcare

RESULTS

When Vaughan became comfortable enough to make the change, DataVizion was ready. We came in on a Friday and by Monday CSO was **up and running seamlessly** and with **no disruption to the business**. Vaughan agrees that the system is a **big improvement** and that the team makes great use of the new features such as getting voicemail messages in email, which helps them handle call volume. Vaughan praised DataVizion not only for our **technical expertise and extreme responsiveness**, but also for the company's culture and approach

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- Jim Vaughan, Second Vice President, Information Services Infrastructure.