

Case Study:
Helpdesk for Healthcare Facilities

ER Tech Company Uses Innoport® to Cure Delayed Response Times



Customer Success Story



I N N O P O R T®

communicate **virtually** anywhere®

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"Innoport costs us mere pennies to use, yet lets us offer the most efficient, real-time services to emergency room clients who need technical answers in seconds, not hours."

- Dr. Seth Guterman, MD FACEP FAAEM
President & Founder, ECDS

Situation

ECDS's tech support employees each had their own phone numbers for customer support matters, a process that risked delays in the event that a busy emergency room client needed immediate technical support - especially as the company grew and added more support technicians, each with their own line. Because time is of the essence in the emergency department, having to look up the correct number to reach a tech support professional was not feasible. And as ECDS expanded, the complexity of the phone number list increased.

Solution

ECDS signed up and configured Innoport in about 30 minutes - which included setting up complex call routing rules. Now, ECDS's emergency room clients simply call one main phone number whenever they need instant tech support, and Innoport intelligently identifies and routes the call to the correct technical support person. In the rare event an ECDS technician does not pick up the call, Innoport smartly re-routes the call until a technician is located.

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Benefits

Busy emergency room workers no longer have to think about which number to call when they need immediate technical support from ECDS. Tech support calls are answered in under 30 seconds, faster than ever before possible, and among the fastest tech support response time in any industry. Innoport also dramatically decreased support costs, because ECDS's tech support staff can now respond to calls from any working phone line, without requiring a pager or multiple contact numbers.

Customer Name:

Emergency Care
Documentation Systems

Customer Profile:

ECDS helps hospital emergency departments computerize clinical patient information in order to expedite patient flow and improve customer service in the ER, while providing doctors and nurses with immediate access to information about drug interactions, allergies, and more. The company was founded in 1999.

Location:

Chicago

Industries:

Hospital emergency departments across the U.S.

Business Situation:

ECDS wanted to eliminate the use of multiple phone numbers to reach specific technical support staffers, a process that risked becoming unmanageable as the company's client base grew.

Solution:

Innoport allows ECDS to use one number to pool all incoming tech support calls, then intelligently routes calls to the proper technical support person.

Benefits:

ECDS's customers now call one number, and are connected to a live tech support person in less than 30 seconds.