



Concordia Care, Inc.

CLIENT: Concordia Care Inc.
EMPLOYEES: 120
PLATFORM: Nextiva Office Pro
LOCATIONS: 4

“**We went from the Flintstones to the Jetsons in a matter of a few months!**”

- Joseph Berardo, CEO, Concordia Care, Inc.

CUSTOMER OVERVIEW

Founded in 2011, Concordia Care Inc., is a specialty risk transfer care-coordination company that services insurers, government entities, self-ensured plan sponsors, and other managed care organizations. They aim to reduce the overall cost of quality healthcare by putting the patient first, understanding each individual patient, their needs, and developing a personalized recovery plan.

DILEMMA

When the company was planning to expand in 2016, they needed a phone system that was scalable, flexible, and could provide features to accommodate the healthcare industry's privacy requirements. Concordia's previous provider was a PBX solution that required ongoing maintenance and support. Additionally, they were reaching their limit on the number of users the phone system could handle, and needed HIPAA compliance. As a result, they started looking for another communications provider to meet their unique needs.

RESOLUTION

Director of IT, Humberto Moya, began researching different providers, but found many did not offer HIPAA compliance or were not serving Concordia's geographic location needs. After looking into Nextiva and the features offered, Concordia made the decision to switch to a VoIP solution and chose Nextiva as their provider of choice.

Concordia's implementation took less than a month including training the management team how to use the Nextiva App, Call Center, and more.

By utilizing Nextiva Office Pro along with the Call Center, employees use call queues and Supervisor Dashboard to serve customers effectively. Receiving about two hundred calls per day, these tools help control the call volume and flow. The company also uses the Nextiva App extensively. It allows users to log in on their cell phones and have desk phone capabilities.

Concordia Care is satisfied with the features and capabilities Nextiva offers, and will continue to utilize Nextiva as their communications provider as they expand their staff, locations, reach, and make a difference in the lives of their customers.

FAVORITE FEATURES



Call Center



Nextiva App



Nextiva Office Pro



HIPAA Compliance