



CLIENT: Elkhart Clinic
EMPLOYEES: 380
LOCATION: Elkhart, Indiana
PLATFORM: Nextiva Enterprise

“The professionalism Nextiva brings to the table and the reliability they provide only enhances your productivity and peace of mind.”

- Jeff Rudd, IT Manager, Elkhart Clinic

CUSTOMER OVERVIEW

Elkhart Clinic has been serving the residents of Elkhart, Indiana since 1954. As a multi-specialty medical clinic with eight locations throughout the area, Elkhart Clinic sees thousands of patients, from pediatrics to the elderly, Monday through Friday.

DILEMMA

The majority of Elkhart's calls are patched through from two of their call centers, receiving heavy calls from patients, other physician offices, or medical facilities. After experiencing several reliability issues, the IT Manager for Elkhart Clinic, Jeff Rudd, decided it was time to find a solution.

“Last year we were using SIP Trunks provided by another vendor that was having an issue with making and receiving calls from anyone on the Verizon Network. We are located in what is a primarily Verizon Network area, so not being able to communicate with patients is a very serious issue,” said Rudd.

RESOLUTION

Elkhart Clinic was already on a VoIP system with their last

provider and were not looking to replace their entire system, just the method in which the dial tone was supplied.

“We trialed several SIP Trunk providers to ensure that whichever SIP provider we did choose would work successfully for us. After narrowing the decision down to three possible options, I presented the options to our Board of Managers and made the recommendation to go with Nextiva.”

Since making the switch, Rudd notes that the uptime on their phone system has significantly improved.

“Being able to make and receive calls reliably is crucial. By switching to Nextiva, we haven't had any issue contacting patients no matter what phone network they're on. Our phones are more reliable now and we can communicate with patients, providers, and pharmacies,” said Rudd.

By having dependable communication with Nextiva, Elkhart Clinic is able to quickly speak to patients before they take their business elsewhere, giving them a competitive advantage amongst other medical facilities in the area.

For those who are looking to make the switch to Nextiva, Rudd advises, “Don't wait any longer, switch today. The professionalism Nextiva brings to the table and the reliability they provide only enhances your productivity and peace of mind.”

FAVORITE FEATURES



Reliability



Call Quality



Amazing Service