NEXTIVA CUSTOMER SUCCESS STORY



DE LA TORRE
Orthotics and Prosthetics, Inc.

CLIENT: De La Torre Orthotics and Prosthetics
LOCATIONS: 9 **EMPLOYEES:** 80, **LINES:** 61
PATIENTS PER YEAR: 30,000
PLATFORM: Nextiva Office Pro
♥ **FEATURES:** Nextiva Support, Call Transferring

> **"Nextiva's simplified our billing process and reduced our telecom costs!"**
>
> – Ed De La Torre, President

CUSTOMER OVERVIEW

De La Torre Orthotics and Prosthetics is a family business founded in 1962 to provide orthopedic braces and prosthetic limbs to the Pittsburgh area. Unique in the healthcare world, they often start their patient relationship in the hospital, and then continue lifelong partnerships through rehabilitation centers or their offices. Run by two brothers, the De La Torres are committed to providing the best service and products to their patients.

DILEMMA

For 20 years, the offices were using a traditional copper wire phone system. In 2015 their communications management partner, Ronco Communications, informed them that the system would no longer be valid. The technology was too old, and they would no longer be able to purchase any replacement parts if something went wrong. With their traditional system, they were not able to transfer calls, each office was completely separate, and after-hours forwarding was a difficult process.

RESOLUTION

De La Torre Orthotics and Prosthetics switched to VoIP on Ronco's recommendation, and found that Nextiva had the reliable system and world-class service they were looking for. They replaced all their old phones, and while they found the Polycom models to be intuitive, they needed some training on basic commands and using the NextOS 3.0 portal. Employees in the office who regularly use the phones received an hour of training over a conference line from their Implementation Manager, and felt prepared to run with the system.

Cloud communications opened up a lot of possibilities with features they previously only dreamed of. The flexibility and ease of call transferring was a huge win for the nine location practice. While everything used to be manual, the NextOS 3.0 portal allows them to et up their own call schedules, forwarding, and more for each location.

De La Torre Orthotics and Prosthetics plans on continuing to use Nextiva for their telecom needs for years to come.

IN A NUTSHELL

De La Torre Orthotics and Prosthetics is a business that provides orthopedic braces and prosthetic limbs to the Pittsburgh area. They used a traditional copper wire phone system for 20 years in their nine office locations, but were informed in 2015 that the system would no longer be valid. De La Torre sought to replace their communications system with one that was more modern and could handle a flexible schedule. Nextiva was a recommended provider, and they have been happy with the service since making the switch. Cloud communications opened up a lot of possibilities for features they previously only dreamed of. While everything used to be manual, the NextOS 3.0 portal allows them to update their call schedules, forwarding, and more whenever they want.