



Best of Both Worlds

Nonprofit healthcare provider relies upon IPC to replace its aging phone system with ShoreTel Connect in a fully managed, OpEx deployment model.

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BayView Healthcare is a nonprofit organization based in St. Augustine, Fla., that operates a skilled nursing and rehab center, two assisted-living facilities and a home healthcare agency. Its Caring Hands – Caring Community organization accepts donations to help defray the costs of healthcare services for those in need.

With more than 280 employees providing services around the clock, BayView needs to ensure effective communication across its facilities. However, the organization's legacy Cisco telephone system did not provide the features of a modern unified communications platform. An upgrade was in order.

Because it's a nonprofit, BayView was faced with limited budget for capital investments. A cloud-based phone system seemed to make the most sense, but the system had to support approximately 170 analog phones that were used by residents in the assisted living facility. BayView needed a solution that

could meet those requirements in a cloud-like model.

“We were ready to upgrade to the latest and greatest telephone system but we didn't want to purchase our own equipment. We wanted a cloud-based Voice over IP system,” said Jim Norman, VP of Finance, BayView Healthcare. “We reached out to a consulting firm, and they did some analysis and recommended the ShoreTel Connect solution. They also recommended that we work with IPC for the implementation.”

Through its expertise in IP phone systems and unique financing options, IPC was able to design a fully managed solution and deliver it as a monthly, operational expense. The solution is based upon the ShoreTel Connect ONSITE platform backed by IPC's world-class support.

COST-EFFECTIVE SOLUTION

ShoreTel Connect is a unified communications platform and user interface that is



IPC delivers IT solutions that help organizations become more agile, productive and profitable. We specialize in best-of-breed cloud services, carrier services and on-premises solutions from industry-leading providers, and provide professional and managed services that maximize the efficiency of our customers' operations. We have served as a trusted advisor to our customers since 1981, employing a consultative approach that ensures each solution makes good economic sense and delivers an attractive return on investment.

available in onsite, cloud and hybrid deployment models. Built from a single software code base, it enables organizations to mix and match deployments while providing users with a consistent experience.

ShoreTel Connect ONSITE provides IP telephony services via ShoreTel desk phones, the ShoreTel Connect client app, a mobility application, a collaboration suite and soft-phone functionality. It is also capable of supporting BayView's analog phones. The deployment model developed by IPC gives BayView greater control over the phone system while minimizing capital expenditures and maintenance headaches.

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As a ShoreTel Platinum Champion Partner, IPC is uniquely qualified to help organizations take advantage of ShoreTel Connect. IPC worked with BayView to design a solution that would meet the organization's needs now and in the future. The IPC team then implemented the ShoreTel system with minimal disruption to BayView's operations.

"We're very pleased with the installation process and the response we're getting from IPC," Norman said. "I would say we're a very happy customer. We've had a good experience with the whole phone transition. We also like the fact that the system is monitored around-the-clock and that IPC is there to help us when we have issues."

EASY TO USE

ShoreTel Connect is a full-featured communications platform that integrates mul-

iple collaboration tools into a single interface. Users can start with instant messaging then move to a phone call or video conference with just a few mouse clicks. Setting up desktop sharing or video conferencing for a team of people is just as simple.

"Our users are liking the features of the ShoreTel system — it's very user-friendly," Norman said. "IPC also provided training and it was very well done. The person who led the training was highly qualified and it went very smoothly."

ShoreTel Connect helps enhance productivity whether users are in the office or on the road. The ShoreTel Connect mobility app puts all the features available on a ShoreTel desk phone onto popular smartphones and tablets. The "dual persona" feature enables employees to keep their business and personal communications separate while using their preferred devices.

In addition to the 170 residential users, BayView currently has about 60 professional and administrative users, but the ShoreTel system can easily scale as the organization grows. In addition, the easy-to-use administrative interface enables BayView to handle moves, adds and changes from any web browser.

While a cloud-based phone system can be an appealing option, it's not right for every situation. With ShoreTel Connect ONSITE and IPC, BayView has gained a state-of-the-art solution that meets its requirements for a low, monthly subscription fee.

"This is absolutely the right solution for us," said Norman. "IPC and ShoreTel have greatly improved our communications and continue to provide us with outstanding service. We're very glad we made the decision to go with IPC and ShoreTel Connect."

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