

CASE STUDY | HEALTHCARE

A global leader in musculoskeletal healthcare strengthens collaboration among employees

Challenge

The client is a worldwide leader in musculoskeletal healthcare and has operations in more than 24 countries around the world. The service provider was:

- Looking to replace its existing telephony systems and migrate to a world class virtualized environment

- Facing technology upgrade and migration issues

Solution

After thoroughly understanding the existing environment, Servion suggested

- Technology refresh for the existing hardware and software

- Complete configuration and load testing

- Common ground upgrade on existing hardware

Prior to migration, Servion performed complete configuration and load testing. The existing 1200 employees were migrated and then configured to the new environment to prevent redundancies.

Results

The solution implemented resulted in

- Improved customer experience

- Better collaboration and communication

- Flexible working options, work efficiently across geographies

- Schedule appointments quickly and securely