

Healthcare

Hospitals, Medical, Dental & Doctors' Offices

As a Hospital or Medical Facility you know managing your telecom resources effectively in today's world can be significantly more difficult. IP based telephony, E911 calls, intricate and least cost routing, coordinated dialing plans, remote users, traditional/mobile/SIP endpoints, failover and high availability scenarios, geo-redundancy and many more factors can greatly increase complexities associated with your system administration.

Plus, you know the importance of controlling your telecom costs to keep within your budget. You know your telecom infrastructure can easily get out of control and further complexity arises when your medical facility has multiple buildings or sites.

In today's world knowing the right mix of communication systems and services in a timely, efficient manner is no longer optional. You need accurate performance information so you make those critical decisions with confidence.

Additionally, keeping your staff, visitors and patients informed of any emergency situations is imperative.



The Genesis Solution:

- ✓ Allocate costs (calls, bandwidth, equipment, trunks, etc.) to their sources
- ✓ Receive immediate notifications of emergency situations, without delay
- ✓ Perform detailed onsite traffic analysis to ensure GOS targets are met
- ✓ Assemble network-wide and site specific data for cradle to grave reports
- ✓ Respond immediately to staff or patients in distress
- ✓ Generate important phone analytics on staff performance and utilization
- ✓ Direct emergency services to the correct building, floor or location
- ✓ Determine if you have enough receptionists, call takers and supervisors
- ✓ Identify traffic trends and usage patterns by hour, day, week, month & year
- ✓ Ensure call takers, trunk routes and queues are performing efficiently
- ✓ Monitor and control telephone misuse, abuse and fraud
- ✓ Manage legacy and leading edge telecom resources simultaneously
- ✓ Make & schedule telephone programming changes to your phone system
- ✓ Do all of this and much more, from any smart device or computer



Specializing in Telemanagement
Solutions Since 1984.

Solutions

- Call Accounting & Tracking
- Real-time Analytics Dash
- Customizable Hotel App
- Traffic Analysis
- Switch Management
- Contact Center Monitoring
- Emergency Notifications
- PSAP Control

Contact Us



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