



Live IT, Breathe IT, Manage IT

Celebrating 38 Years of Excellence

Why Did A Houston
Ophthalmology Practice
Call ICS When They
Needed Help With Their
Business Phones?

CASE STUDY - HOUSTON EYE ASSOCIATES



Houston Eye Associates is a large ophthalmology practice with 30 offices and 65 doctors in and around the Houston area. The practice relies on their Mitel Phone System to run all of their offices.

THEY HAD BIG PROBLEMS

The practice used Mitel in 24 of their offices. However, their previous provider was not keeping it functioning as they should. The configurations were dissimilar, nothing worked together, and they had trouble getting service on some of the systems.

In addition, the systems were not being backed up, they were not connected and communicating as they should, and the practice's call center phone system was not tracking or recording calls as they needed it to. Houston Eye was essentially paying for services they were not receiving.

THEY KNEW ICS COULD PROVIDE THE ANSWER TO THEIR PROBLEMS

When Tom Merkle, Houston Eye's Chief Information Officer, joined the practice, he was appalled at what he found. ICS has done a great job partnering with Tom on past projects, so he decided to bring in our expert support team for Houston Eye Associates' communication needs.

THEY GOT THE SERVICE THEY NEEDED AND MORE

- We enhanced their call center functionality
- Assisted with their expansion needs
- Resolved existing service issues that the previous support vendor could not fix
- Reconfigured the system for their business continuity planning

WANT TO KNOW MORE ABOUT ICS VOIP BUSINESS PHONES?

Houston Eye Associates now has improved patient scheduling and services, has achieved their business continuity objectives, and has the consistent service and technical support they require for their offices and doctors.

Tom Merkle explains:

"I've known Jason since 1999 and have been working with ICS for years. Because the current Mitel vendor was doing a bad job, I had ICS take their place. ICS fixed all the problems the previous vendor caused and got everything up to speed over a period of 6 months.

Now with ICS taking care of our Mitel Phone System, everything works together, and our contracts are being managed as they should be.

ICS got the call center working so we can track and record calls. We need this to coach our call center employees.

They also liaison with our Comcast and Century Link services. When we had problems with Century Link one evening, an ICS employee came in at 8 pm and got everything running again.

What's different about ICS than other IT companies? They care about their clients. I can't tell you how many times I've called them for help, and they've come through right away.

They always go over and above our expectations. Without a doubt, I always recommend them to other businesses in Houston."

TODAY HOUSTON EYE ASSOCIATES HAS EVERYTHING THEY NEED

ICS continues to provide for the practice's Mitel phone system hardware support (call center, IVR, call recording, audio/web

conferencing), service and purchasing. We can do the same for you.

NOW ICS CAN PUT YOUR MITEL PHONE SYSTEM IN THE CLOUD!

You can have the same great Mitel Phone System that we provided for Houston Eye Associates with all the features it provides but move it to the Cloud. Read below on the benefits of using our Mitel Cloud Phone System.

WHY SHOULD YOU CONSIDER USING OUR MITEL CLOUD PHONE SYSTEM SERVICES?

With a Mitel Cloud Phone System, you will enjoy the best features and functionalities available.

Mitel offers a full range of high-quality, cost-effective business communication solutions for small single location businesses and large organizations with multiple nationwide offices.

It's Cost-Effective Our Mitel Cloud Phone System can be set up and installed as a service where you pay one predictable monthly fee for. It's considered an operating expense instead of a capital expenditure. This provides a tax break you can take advantage of. You'll have no large out-of-pocket costs to worry about, and you can use your capital for something else.

It's Customizable Mitel Cloud Phone Systems are highly customizable. They can be set up to provide all the features that matter most to your business. And, when you use our Mitel Cloud Phone System, you won't have to worry about support and maintenance. ICS will take care of everything for you.

It Provides Anywhere Anytime Access With a Mitel Cloud Phone System, you can still make calls even when phone and power lines are down. Work on the go with a smartphone app, voicemail to email, call forwarding, and more.

Sync up your desktop with your mobile device via the Bluetooth function. You can integrate your mobile device to receive calls and voicemail alerts, as well as to use many other features from wherever you are.

You'll Have The Latest Telephony Technology With a Mitel Cloud Phone System, you'll enjoy the best features and functionalities available.

Even if your company opens up new offices, it's easy to install a new cloud phone system at each location.

You'll have no conflict issues, and all employees will already know how to use everything. With cloud communications, updates are automatic and free. That means you'll always be using the latest telephony technology.

You'll Have An Experienced Team ICS has a highly experienced team of communications experts who can handle any and all maintenance issues for you. Your employees will be freed up to focus on more important issues. And that's good news for most businesses.

Plus, the ICS team will be responsible for all maintenance and problem-solving. You'll lower your total cost of operations while enjoying the very best communications system on the market today.

Contact Us

ICS is a valued partner with Mitel. We'll be happy to provide a no-obligation consultation with you to learn exactly what your communication needs are. Then we'll recommend the best cloud phone system for your business.

ICS serves businesses in Houston, San Antonio and Austin with best-in-class managed IT and communication services.

CONTACT DETAILS

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