



*Live IT, Breathe IT, Manage IT*  
Celebrating 38 Years of Excellence

**Not Happy With Your  
Business Phones?  
Do What A Busy  
ENT In Houston Did...  
Call ICS.**

## **CASE STUDY - THE HOUSTON EAR, NOSE & THROAT CLINIC**



**The Houston Ear, Nose and Throat Clinic has an incredible history. The year was 1907, and patients traveled to their appointments with Dr. John Foster by streetcar. What was once a oneman, private practice is now one of the nation's largest, and most progressive practices with 200 employees and 11 locations in Houston, Humble and Sugar Land, Texas.**

## THE SITUATION

The Clinic was having problems with their business phones. They were using an outdated PBX phone system that was 10 years old and did not offer any of today's new functionality. Plus, their existing vendor could not provide an acceptable level of service or support.

In addition, Houston Ear, Nose and Throat:

- Wanted a better method of tracking patient inbound calls to properly staff their appointment-making department.
- Was looking for the ability to have accurate and timely reports on call volume, average hold time, the number of abandoned calls.
- Had no way to monitor how their employees were interacting with patients and no information to help train them to be more patient friendly and professional.

## THE SOLUTION

Houston Ear, Nose and Throat conducted extensive research into various vendors and phone systems in the Houston area. They decided that the Mitel MiVoice Business VOIP system offered the most in features and functionality. The multiple applications they needed were all Mitel designed and integrated tightly with the VoIP system.

They considered 4 different vendors but chose ICS to install and design their new Mitel VoIP system.

Brian Mathis from Houston Ear, Nose and Throat explains:

*"Calls were dropping out and not being forwarded to the appropriate employees in a timely manner. This was not only frustrating but affected the quality of our patient services. We needed to replace our entire phone system.*

*After some research, we decided on a Mitel VoIP Business Phone System. And because ICS could set it up at half the price that other companies charged, we went with them. Now our phone service provides exactly what we need.*

*We are very pleased with the product and the support that ICS provides. We use MiVoice Business, MiContact Center, and MiContact Center Call Recording. ICS provided all of this including the licensing.*

*We now have the ability to get real-time data and reports to both help with staffing and see where we need to improve our customer experience."*

## NEED HELP RELOCATING HARDWARE TO A NEW OFFICE?

**Do What Houston Ear, Nose and Throat Did — Call ICS**

When Houston Ear, Nose and Throat needed help moving their technology and business phone system, ICS was there to

## CONTACT DETAILS

ICS - IT, Voice & Video  
sales@ics-com.net  
Phone: 1 (866) 427-4722  
www.ics-com.net

help. This was not a simple process because they had hardware controllers at all of their 11 sites and wanted to reduce this to one controller at their co-located site.

## THE FINAL RESULT?

ICS successfully handled the move and more for them. Today, ICS provides ongoing service and support for their MiVoice Business VoIP System with:

- UCC - Unified Communications and Collaboration - MiVoice Business
- A Contact Center for 13 ACD agents - MiContact Center
- Call Recording - MiContact Center Call Recording Licenses

## WANT TO KNOW MORE ABOUT ICS VOIP BUSINESS PHONES?

Our Business Phones are a more sophisticated commercial version of consumer VoIP. Business VoIP offers the benefit of hosted PBX capabilities with conference calling, desk-to-desk calling, music-on-hold, automated attendants, and much more.

ICS Business Phone Services can lower your PBX costs while keeping you connected 24/7.

Small and mid-sized businesses can now benefit from the reliable business phones that larger companies have, but without the high price tag and unnecessary complexities.

ICS will help you:

**Lower Your Phone Bills** Cut your business phone costs in half – some save up to 53%. With VoIP, you can also reduce costs on long distance calls.

**Benefit From Mobile Features** Work on the go with a smartphone app, voicemail to email, call forwarding, and more.

**Improve Functionality For Your Remote Workers** with access to all the features and benefits of your corporate office phone system.

**Access Advanced Features** You will have the most advanced and feature-rich phone system in the industry. You simply plug in phones at your office and they connect back to our secure data center.

**Increase Scalability** You can add or delete phones and services as you require. There is no need to purchase additional equipment at any time, and you can downsize if needed.

**Increase Flexibility** Whether your employees are in a single location or at multiple sites, desk-bound or roadbound, taking inbound calls or making outbound calls, we can create a solution that best fits your business communication style.

**Stay Connected 24/7** Staying connected is essential for any organization. And with any one of our progressive telecommunication systems, now you can.

Whether you're seeking to expand an existing phone system or install an entirely new one, ICS has the right options for your unique needs.

**Contact us for a complimentary Business Phone Assessment to save money and keep you connected. ICS serves Houston, San Antonio and Austin with best-in-class IT and telecommunications services.**

