



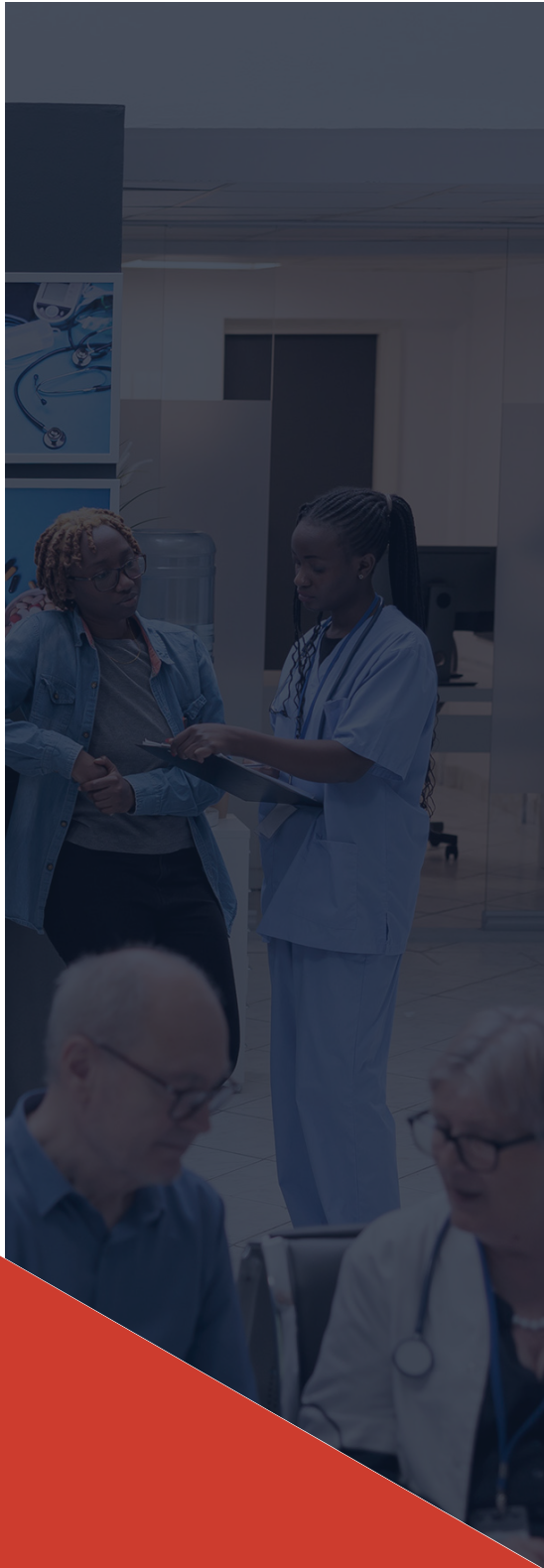
Making the Transition to a Modern & Cost-Effective Solution

GP Surgery: An Overview

The GP Surgery Centre was a high-traffic hub for inbound calls, which constantly jammed their phone lines. The cause was their legacy ISDN system, which made transitioning to a hosted solution cost-prohibitive.

A cost-effective solution that catered to their needs remained elusive, causing them to persist with their existing setup despite its recurring issues. Adding to the complications was the imminent ISDN shutdown, which forced them to reconsider if a viable solution was available.





Invosys: Addressing the Challenges

The GP Surgery Centre's infrastructure comprised two ISDN2 units, which allowed a maximum of four phone lines. Despite having 16 devices within the office, only four calls could be managed simultaneously. The two receptionists could each answer only one phone call, leaving all other callers with busy signals. The situation was exacerbated if any additional person used the phone, as it further reduced inbound call capacity. On top of all this, all alternative hosted solutions were far costlier than their current setup.

The Invosys Solution

A long-standing Channel Partner of Invosys assessed the centre's current and anticipated needs. From there, the Channel Partner introduced Invosys Hosted, a unique commercial offering based on concurrent calls instead of extensions or seats available.

Featuring upgraded IP hardware, Invosys Hosted provided 16 devices and extensions, invoicing only for two licences. Seamlessly integrating with Invosys Hosted, the Number Manager introduced intelligent call queuing, maintaining orderly call traffic.

GP Surgery Realised Optimal Results

By switching to Invosys, the GP Surgery Centre gained access to advanced hosted telephony features, such as intelligent call queuing for patients, at a substantially lower price than other competing hosted solutions.

The Number Manager's intelligent call queuing offered a professional and significantly improved patient experience. Further, modern hosted telephony features included voicemail on hold, voicemail to email, hunt groups, and email. The system upgrade was entirely scalable and evolved along with them.

With Invosys's help, GP Surgery could realise the following benefits:

- › Access to advanced hosted telephony facilities.
- › Significant cost savings compared to other hosted telephony solutions.
- › Improved patient experience with professional, intelligent call queuing.
- › A scalable system upgrade that meets and evolves with GP Surgery's needs.

Would the GP Surgery Centre Endorse Invosys?

The GP Surgery centre's frustration with its previous ISDN system led it to seek out a trusted solution like Invosys. The transformation that followed was pivotal, providing it with an affordable, efficient telephony solution while improving its patient experience. Their upgrade was not only fully scalable but also modern and reliable. Therefore, the centre is more than satisfied with its decision to switch to Invosys.

Key Features



Intelligent call queuing



Voicemail on hold and voicemail to email



Hunt groups



Ready to Make the Upgrade to Invosys?

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