IntelePeer
The Cloud Communications Company

Award Winning Regional Hospital Cuts Calling Costs by 60% with Cloud-Based Communications Services

IntelePeer CoreCloud™ SIP Trunking Helps Longmont United Manage their Telecom Spend, Add Flexibility

LONGMONT UNITED HOSPITAL

The Challenge
A lower cost telecom solution with greater flexibility and disaster recovery capabilities

For more than 50 years, Longmont United Hospital has been serving the people in the Northern Colorado counties of Boulder, Larimer and Weld. A full-service, community hospital with inpatient and outpatient services, Longmont is also a Level III 24-hour Emergency Department that treats more than 30,000 patients annually.

With more than 250 physicians, it distinguishes itself by offering sophisticated services in an environment optimal to healing. It has been recognized with the HealthGrades Outstanding Patient Experience Award™ each year the award has been given. Under the mantra of "Changing the Caring Experience," the hospital takes pride in its outstanding team of healthcare professionals and its ability to offer the best technology and the finest in equipment to serve its patients.

As the hospital was evaluating its telecommunications services, it knew it needed a new solution that would be more cost-effective, increase flexibility and enable new disaster recovery advantages – without compromising quality or functionality. It planned to transition from its costly legacy Primary Rate Interface (PRI) voice connection to a cloud-based solution using SIP trunking. It turned to IntelePeer CoreCloud™ SIP Trunking and Avaya Session Border Controller Advanced for Enterprise.

Why IntelePeer
Flexible, reliable and cost-effective solutions compatible with existing infrastructure

Longmont needed a very experienced SIP trunking provider to achieve its goals. It chose IntelePeer through the recommendation of IQ Wired, an IntelePeer Partner and IT and telecom advisor to the Colorado Telehealth Network. This decision allowed the hospital to take full advantage of deep enterprise functionality and maintain control of its preferred session border controller (SBC) technology – the Avaya Session Border Controller Advanced for Enterprise – in contrast to other SIP trunking providers that require customers to use their specified SBC.

"At IQ Wired, we look for technology partners who can provide the depth of engineering support our customers need," said Tatiana Finkelsteyn, CEO of IQ Wired. "In the healthcare arena, strong technical support is especially critical. We find that IntelePeer places significantly more focus on this aspect than other service providers, which is why we recommended them to Longmont United Hospital."

Enterprises and channel partners rely on IntelePeer SIP trunking services to help accelerate Voice over Internet Protocol (VoIP) and UC deployment, and they benefit from feature-rich, multi-modal communications. IntelePeer has completed Avaya compliance testing, giving enterprise customers increased confidence that IntelePeer SIP trunking services can deliver seamless support for Avaya UC solutions.

INDUSTRY
Healthcare

COMPANY
Longmont United Hospital

PRODUCT
IntelePeer CoreCloud™
SIP Trunking

ROI
60% savings in monthly calling expenses

"IntelePeer's familiarity and compliance with Avaya's full range of equipment gave us confidence that IntelePeer CoreCloud SIP Trunking was the right choice."

**Gary Harding,
Telecom Manager
Longmont United Hospital**

Results
Dramatic 60% reduction in monthly calling costs with greater flexibility

As a result of its new solution, Longmont is now realizing an average 60 percent savings in monthly calling expenses. The hospital appreciates the ability to "right-size" its communications spend. With IntelePeer's reporting features, it can see peak capacity data and make decisions to purchase just what it needs – an option traditional approaches can't deliver. The new solution also supports automatic failover in case of an outage, providing new disaster recovery capability that the hospital wanted since all its phones go into one facility.

Strong technical support was another valued element of the deployment. During the transition to the SIP trunking solution, for example, the faxing capability was proving more difficult than expected. IntelePeer's seasoned and responsive engineers were called in and helped troubleshoot the problem. "IntelePeer's expertise, support and flexibility were essential in helping us meet our technical and financial objectives," said Longmont United's Telecom Manager, Gary Harding.

"This choice by Longmont United Hospital illustrates the value of Avaya's Unified Communications systems combined with IntelePeer's easy, flexible approach to providing SIP trunking services," said Margaret Norton, general manager, Enterprises, at IntelePeer. "We understand how vital it is for a healthcare provider to have reliable, cost-effective communications. Our SIP trunking services deliver the quality, flexibility and value that businesses need versus legacy approaches."

IntelePeer is a Technology Partner in the Avaya DevConnect program – an initiative to develop, market and sell innovative third-party products that interoperate with Avaya technology and extend the value of a company's investment in its network.

Get Started with IntelePeer CoreCloud™ SIP Trunking Today

To see how the IntelePeer CoreCloud™ SIP Trunking can help you get more from your unified communications investment and reduce costs, email us at **sales@intelepeer.com**, call **1.877.336.9171** or visit us at **www.intelepeer.com/ siptrunking**

IntelePeer CoreCloud™ SIP Trunking

- Flexible pay-as-you-go services and bundled solutions to meet your specific needs
- Complete suite of enterprise communications capabilities including DIDs, toll free, local/national/ international calling, E911, CNAM/Directory listings and number porting services
- Integrated Transport Layer Security (TLS)
- Real-time Transport Protocol (RTP) encryption to protect signaling and multimedia content and ensure the privacy and integrity of messages
- UC federation/communities of interest communications over our peering platform for rich media communication with highest quality at reduced cost
- Rapid SIP trunk activation – get connected faster to start saving sooner
- Access to our CloudCentral™ portal for easy service management and reporting
- Proactive network monitoring to ensure the quality of all your communications are optimal and secure
- Qualified SIP trunking services for major unified communications technologies

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AVAYA
DEVCONNECT
TECHNOLOGY PARTNER

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