



Implementing Juxto Real-time Communication Services for a Leading Healthcare Solutions Company

CASE STUDY

Customer: A leading enterprise software and solutions provider for health plans

Size: 51-200 employees

Location: Santa Ana, CA

Industry: Healthcare

Profile: The provider offers comprehensive software solutions, managed services, and professional services for health plans and health systems.

Services: Real-time communication

Business Need

With an exceptional growth rate in the last couple of years, the client was looking to relocate from Irvine to Santa Ana. This move required the client to have the most efficient and modern phone and internet services at the new location. They wanted to move quickly and were on the lookout for a vendor who could provide innovative VoIP services in a much shorter time frame than the usual 90 days.

The client partnered with Synoptek to get technical expertise for the Irvine office relocation to their new office in Santa Ana. The client was using Cisco Catalyst 3750-X at their old location and wanted Synoptek to take care of all communication technology-related activities at the new location. They needed Synoptek to set up modern VoIP networks with redundancy against power outages, internet interruption, or hardware failures.

Solution and Approach

Given the ability of Juxto to provide top quality voice networks that scale according to user demands, Synoptek chose to implement Juxto's EdgeMarc Intelligent Edges for improved customer experience and reduced cost since Juxto's Real-time Communication Solution provides all the traditional phone system functionality along with cutting edge features such as mobility applications, WebRTC and video collaboration.

Synoptek provided these services through a mix of onsite and remote work. As part of the project management and implementation methodology, we employed a four-phased approach to our project delivery strategy:

Phase I – Planning, analysis and design

- Reviewed requirements/responsibilities with cable contractors, Internet/Phone providers and building contractor.
- Provided recommendations on new server room configuration and equipment destinations.
- Defined communication plan
- Developed a project plan with milestones, tasks, timeline, resources and dependencies.
- Reconfigured and installed firewalls with new Internet service

Phase II – Environment build and preparation

- Created master schedule for overall project
- Managed IT vendor coordination and timing
- Provided assistance in enabling network connectivity for network equipment and systems.

Phase III – Execution

- Set up the required phone and Internet services in the new location using Juxto and deployed Intelligent Edge for successful VoIP implementation.
- Provided 40 Polycom VVX 310 handsets and 7 Polycom IP 7000 Conference units through Juxto's Device-as-a-Service program.
- Allowed the client to choose from a range of Juxto services across voice, voicemail, audio conferencing, UC and mobility, and smart office collaboration services.
- Provided post-move network, server and project management support.

Phase IV – Documentation and transition

- Documented all changes to the infrastructure
- Provided transition information to the support team.

Business Results

With successful set up and implementation of realtime communication services at the new location, the client has been able to focus on growing their business instead of worrying about driving unified communications. With Juxto, the client has been able to:

- Leverage the capabilities one of the industry's most widely deployed, award-winning platforms and seamlessly make video and voice calls.
- Build a unified communications network and get access to leading telephony applications from multiple vendors
- Improve the quality and security of communications across the new location
- Seamlessly handle multiple calls and enjoy capabilities like a unified directory, memos, speed dials, and more
- Enjoy carrier-grade technology that provides 99.99% uptime
- Deliver consistent delivery and availability of bandwidth for real-time communication services that employees need to succeed.

About Synoptek

Synoptek is a global systems integrator and managed IT services provider, offering comprehensive IT management and consultancy services to organizations worldwide. The company works in partnership with clients of all sizes – from mid-market to Fortune 100, and for over two decades, its focus has been to provide maximum business value to its clients, by enabling them to grow their businesses, manage risk and compliance, and increase their competitive position. Synoptek is committed to delivering improved business results and unmatched service to every client, every time.

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