Ooma® Enterprise

Compass Health

How Compass Health modernized communications across nine offices and improved patient experience.

The Challenge

Compass Health Systems, a provider of mental health services, was working with a large national telephony provider, using both on-premises and cloud communications systems for business voice and call center capabilities. Compass Health's IT team realized they needed to transition 100% to cloud-based communications to improve efficiencies for its patients and employees. Unfortunately, they did not get the level of attention or customer service they required from their existing provider; it was taking too long to get their needs addressed for evolving their system.

The Solution

The Ooma Enterprise team designed and deployed a tailored solution that went beyond high quality voice service. Ooma delivered sophisticated bandwidth management by combining multiple ISP connections at each location and deploying advanced software-defined wide area networking (SD-WAN) technology to support unique traffic shaping and throttling. Now clinical application data and communications get priority over less urgent needs such as email. Ooma then integrated UCaaS with Compass Health's existing cloud call center solution to improve the employee and patient experience.

Ooma Enterprise improved reliability and quality of service, with a flexible system that will continue to evolve and support the business into the future. Ooma provided:

- Full Ooma Enterprise UCaaS deployment with managed services including managed PoE switching, SDWAN and nextgen zero-trust cyber security solution. This replaced the previous provider's limited solution that slowed customer support response times.
- Over-the-top SIP trunking between Ooma Enterprise and an existing Five9 contact center to manage inbound call flows.
- Ooma SD-WAN is federated with Microsoft Azure to improve network path optimization and resiliency across multiple bandwidth network WANs to/from Compass Health's instance of eClinicalWorks, a leading cloud provider of healthcare related patient engagement and electronic health record (EHR) systems.
- Hitlist failover for voice calls in progress.
- Staff presence that allows team members to see each other's status in real-time.
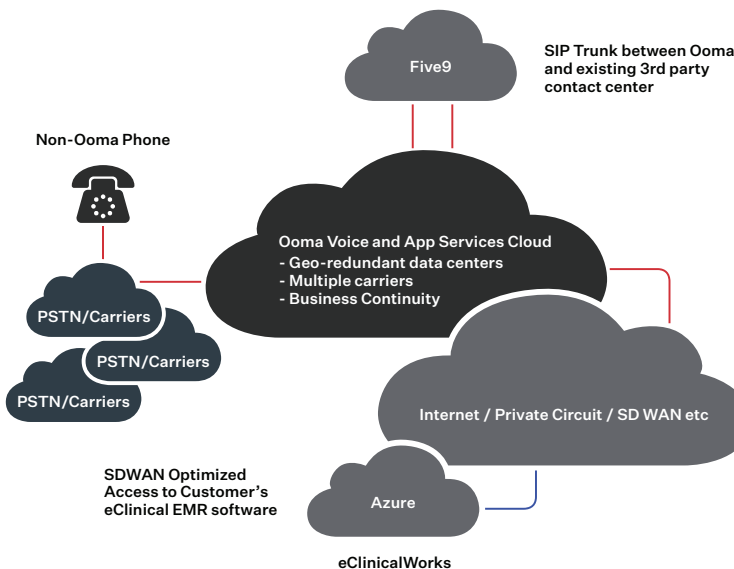
Ooma updated Compass Health's communications system while efficiently leveraging some of its existing equipment and its call center solution. Now all nine offices have a completely modernized system that prioritizes calls and speeds better patient care.