

SUCCESS STORY

PRODUCT: IPedge® and Strata® CIX

INDUSTRY: Hospital

Memorial Hospital and Manor Gets a Healthy Dose of Communications With Toshiba's IPedge

Memorial Hospital and Manor of Bainbridge, Georgia, has served the healthcare needs of Decatur County and surrounding communities for more than 50 years. The hospital has utilized Authorized Toshiba Dealer Atlantic Tel-Com and Toshiba's business telephone systems for more than 25 years. Atlantic Tel-Com Inc., of Albany, Georgia, has migrated the hospital from Toshiba's older digital Strata DK systems to Toshiba's IPedge and Strata CIX business telephone systems. Bottom-line benefits include:

- Adding IP communications without a major system forklift;
- Reducing costs by using the hospital's fiber optic network and IP telephony;
- Expanding to add facilities including a new Medical Plaza and a Women's Medical Center to the network;
- Networking all users together across nine buildings;
- Providing redundancy and survivability for critical locations, including protection from lightning; and
- Processing more than 10,000 calls per month for more than 330 users.

Toshiba Benefits

Benefit #1: Expanded System and Cost Reduction of \$30,000

When Memorial Hospital added a new medical center, it added Toshiba's IPedge to its existing network of Toshiba telephone systems. By utilizing its fiber optic network and IP technology, the hospital was able to reduce the number of telephone lines, cutting costs by more than \$30,000 annually.

Benefit #2: Enterprise Manager for System Administration

With Toshiba's browser-based Enterprise Manager, the dealer can remotely make same-day changes and updates for the hospital's telephone systems from virtually anywhere there's Internet access. This reduces costs and wait times for on-site maintenance.

Benefit #3: Smooth Migration and Expansion Across 20 Years

The hospital has enjoyed a smooth migration from Toshiba's older analog and digital systems to Toshiba's newer, advanced IP systems. All of the hospital's locations are networked, regardless of the platform. Retaining telephones and equipment helped reduce the costs of upgrading and adding new facilities while still providing capacity for future growth.



From Left, Billy Walker, Kenny Stavely, and Joellyn Lott of Memorial Hospital and Manor worked with Ron Ayotte of Atlantic Tel-Com to create a Toshiba business telephone solution that saves \$30,000 annually.

"Toshiba's exceptional migration program empowered us to expand our telephone system and reduce costs at the same time. We were able to use our fiber optic network and Toshiba's Voice over IP capabilities to lower the costs by more than \$30,000 annually," said Kenny Stavely, plant manager, Memorial Hospital and Manor.

The Toshiba Solution: Toshiba's IPedge and Strata CIX

Recommended by Ron Ayotte, senior account manager for Authorized Toshiba Dealer Atlantic Tel-Com Inc.

Memorial Hospital's updated business telephone solution includes:

- One IPedge EC business telephone system;
- Eight Strata CIX IP converged business telephone systems;
- More than 330 Toshiba IP, digital and analog desk telephones networking 330 users across all nine locations, including the hospital, manor, medical center and doctors' offices;
- Lightning protection and uninterruptible power supply system; and
- Enterprise Manager for browser-based remote administration.



Ron Ayotte of Atlantic Tel-Com helped Joellyn Lott of Memorial Hospital and Manor program her Toshiba telephone for a personalized, feature-rich experience.

ABOUT THE CUSTOMER : MEMORIAL HOSPITAL AND MANOR

Memorial Hospital and Manor of Bainbridge, Georgia (<http://www.mh-m.org>), is owned and operated by the Hospital Authority of the City of Bainbridge and Decatur County. The dedicated team of physicians, employees and volunteers fulfill the motto, "Excellence in Service," through friendly, compassionate care.



From left, Ron Ayotte of Atlantic Tel-Com shows Kenny Stavelly and Joellyn Lott of Memorial Hospital and Manor how to use Enterprise Manager, which enables browser-based remote administration of the Toshiba business telephone solution.

"For Memorial Hospital and Manor, every call counts, and it has counted on Toshiba and Atlantic Tel-Com to deliver reliable business communication solutions for more than 25 years."

Ron Ayotte, senior account manager, Atlantic Tel-Com Inc.

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