

Pain Solutions Treatment Centers chooses Premise-Based IP Phone System from Zultys

By Michael Kirchhoff

Dated: Oct 28, 2008

Doctors Realize Significant Productivity Gains and Rapid ROI after Linking Offices with Zultys VoIP Solution

Zultys, Inc., a Silicon Valley company known for its open standards IP communications and telephony products, today recognized an innovative solution devised by Alliant DataTel, Inc. for a four office medical practice in metro Atlanta, Georgia.

Pain Solutions Treatment Centers., Inc.(www.painsolutionscenters.com) with a network of north Georgia offices needed to quickly replace its communications system while maintaining its investment in Polycom IP telephone sets. Alliant DataTel, Atlanta, GA (www.goalliant.net), a Zultys dealer since August 2004, was selected for the project.

Donna Rice, Pain Solutions Treatment Centers, Director of Admin Operations stated; “our hosted Digital Agent telephone system was becoming expensive and difficult to administer. We chose a Zultys MX250 and MX30 media exchange after a couple product demonstrations and validating provided Zultys references. Donna went on to explain; “Michael Kirchhoff, of Alliant installed the hardware, worked diligently and was an asset to get all running smoothly. He held multiple training sessions before we went live and was here throughout the deployment. In addition to an enhanced IP-PBX with dynamic features, we have presence icons. I know when anyone on my team is speaking with a patient, engaged in a meeting or at lunch.

From an administrative standpoint, Michael has been very helpful in answering questions, allowing me to learn the various features. We can now make routine changes to the phones, add, edit and delete users without waiting on a tech to arrive on-site. We have increased the response time to our patients with centralized appointment scheduling and improved the efficiency of our employees.”

By deploying an IP telephony solution from Zultys, Pain Solutions Treatment Centers solved its business communications issues between their four practices. As a result of the cost savings with the Zultys solution, Pain Solutions should pay for their investment in four to six months. The MXIE interface on the PC enables operators and co-workers to view the presence and availability of schedulers regardless of their location. Each individual staff member can set up rules governing how their calls are handled, allowing the Zultys system to locate them for important phone calls even if they are away from their desk.

“We are thoroughly pleased with our investment in the Zultys solution,” said Dan Hurd, Telecom Manager for Pain Solutions Treatment Centers. Zultys MXGroup breaks down the barriers of distance between our offices and allows us to operate as one efficient organization. The PSTN voice quality via Paetec SIP trunks is excellent and we could not be happier with our decision in selecting Zultys and Alliant.”

Zultys' award winning IP PBX systems offer an all-in-one system with pre-loaded software that does not require additional or external servers. It supports PC, Mac, and Linux equipment. Companies interested in learning more how they might benefit with a Zultys MX may contact Alliant at 1-770-441-9999.

About Zultys Inc.

Zultys develops products that enable companies and organizations to deploy integrated communications systems. Our products are designed to maximize investment, interoperability and usability. Companies and organizations around the world are experiencing the benefits of an Open Standards IP platform for their communications needs. Find out more at www.zultys.com

###

Alliant DataTel, Inc., an Atlanta based company is a Zultys value added reseller. It provides telecommunication and computer networking integration with the highest level of customer service. The IT professionals at Alliant are committed to providing excellent service, quality products and valuable solution resources that help companies achieve their corporate goals.

Alliant is a one stop VAR from planning to deployment. Whether you are a Fortune 500 firm or an emerging organization, Alliant can help you plan, design and implement a robust IT infrastructure that grows with you. Find out more at www.goalliant.net.

Category	Technology, Medical, Business
Tags	zultys, VOIP, sip, IP, polycom, mx250, atlanta
Email	Click to email author
Phone	770-441-9999
Address	1200 Abernathy Road Suite 1700
City/Town	Atlanta
State/Province	Georgia
Zip	30328
Country	United States