

THE
CHALLENGE



THE
SOLUTION



CUSTOMER CASE STUDY

Nanosonics Migration to Cloud
PBX Improves IT Management

nanosonics
Infection Prevention. For Life.

THE CHALLENGE

Due to large call volumes, Nanosonics faced increasing stability and reliability issues with their legacy Mitel on-premise phone system.

THE SOLUTION

A move to cloud-based PBX platform RingCentral Office provided crystal-clear call quality & simplified IT management.

HIGH CALL VOLUMES & RELIABILITY ISSUES PLACED A BURDEN ON IT

With over 4,000 inbound calls per month and an average of 200+ voicemails in call queues at any given time, Nanosonics IT support specialist Wayne Holmes realized that their legacy on-premise PBX was inadequate for their business needs. Call quality and stability problems were frequent, plus it was difficult to manage remote sales agents across several states.

Holmes was searching for a fully secure global phone system that would eliminate these challenges, while also providing improved reporting functionality to better understand Nanosonics' specific needs. He had independently researched cloud PBX environments while working at other companies, so he had a very strong understanding of each solution's strengths before reaching out for help. Holmes shared that he kept coming back to RingCentral due to their excellent reliability, features and Hi-TRUST certification.

Headquartered in Indianapolis, Indiana and Sidney, Australia

450+ Employees at 10 Branches

Nanosonics manufactures innovative medical solutions to prevent the transmission of potentially life-altering infections. Their technologies continually improve standards of care for patients, staff members and healthcare facilities throughout the United States and abroad.



"I knew RingCentral was a major UCaaS player once I saw NFL teams migrating to their platform. Their 99.999% global uptime and great redundancy were huge factors in our decision."

- Wayne Holmes,
Nanosonics IT Support Specialist

NANOSONICS TURNED TO A TRUSTED PARTNER FOR GUIDANCE

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A true apples-to-apples comparison showed that Nanosonics could save substantial monthly costs over their current communications platform; a breakdown of costs can be found below-

- ✓ Favorable calling plan saved 50% on per-minute usage
- ✓ Eliminating the T1 line for their legacy PBX saved \$350/month
- ✓ Additional savings in other negotiated discounts

Additionally, Nanosonics used part of that savings to upgrade internet bandwidth to ensure excellent call quality and connectivity on the RingCentral platform.



“As one of the nation’s top RingCentral Partners, we were able to negotiate more favorable pricing and features for Nanosonics. Combined with their savings achieved by optimizing their network, it presents significant value moving forward,” comments Scott Dressel, Senior Account Executive at Converged Technology Professionals.



IMPROVED CALL QUALITY, SIMPLIFIED MANAGEMENT & PERFORMANCE METRICS

Once a decision was made to migrate to the RingCentral Office platform, implementation took approximately six weeks from the initial planning phases to going live. Holmes and other Nanosonics team members immediately noticed a vast improvement in call quality, and also enjoyed features such as routing from the call attendant and call flip between desktop and mobile. Other features such as fax to email and vmail to transcription are already being used frequently.

Holmes was also impressed with the analytics included within RingCentral Office since he could directly monitor minute usage and spikes in inbound callers. It drastically changed how calls were routed and the way customer service agents were scheduled to cover call volumes. For instance, the metrics identified a clear need to hire an additional technical support representative since a large number of inbound calls were technical in nature. This one insight drastically reduced the strain on agents taking calls they weren't qualified to handle and simplified the call queue for everyone involved.

"I was really impressed by my Technical Account Manager Nicole and how she made this transition as smooth as possible. The whole Converged team was great to work with." - Wayne Holmes, Nanosonics IT Support Specialist

Could your company benefit from a cloud migration?

To find out, contact Converged Technology Professionals today and we'll gladly provide a no pressure consultation to better understand your business communication needs.

Call us at 877-328-7767

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This case study was provided by Converged Technology Professionals, a RingCentral Premier partner helping businesses experience improved communications and collaboration by migrating to the cloud.