



Growing Health Center Looks to Control Communications Expense

As the healthcare industry continues to demand more technology, many organizations face difficulties managing the cost of communications and implementing the most efficient type of communication service. Family Christian was looking to reduce the cost of communication services in order to focus on organizational growth initiatives.

Family Christian Health Center

Industry:
Healthcare

Location:
Harvey, IL

Client since:
July 2011

Current Services:
Local, Long Distance, and Internet over Integrated T-1 Lines

The Situation

As Family Christian expands their outreach, voice and data service is becoming vital to support the network and allow for growth capacity. Telecommunications services are often overlooked as way to enhance business efficiency, but many carriers provide subpar service due to things like insufficient account management and complicated invoicing.

In 2011, Family Christian Health Center was faced with challenges in their communications infrastructure ranging from bandwidth efficiency, cost management, product and service awareness, billing clarity, service contract restraints, service cancellation fees, and a cluttered phone closet – and needed to find a telecommunications provider that was willing to put in the effort to solve those challenges.

The Solution

Access One analyzed the current services, consulted with FCHC about their user experience and plans for the future, and provided a comprehensive solution so the employees could better serve their patients.

In evaluating the most appropriate service provider to support their voice and data infrastructure Family Christian chose Access One. Monthly costs were reduced as services were upgraded. Telecommunication services were supported appropriately by adding a true partner and reliable Account Manager to oversee the operation for them. The Accounts Payable Department is pleased with a cleaner invoicing process, users are more productive, operational expenses are reduced, and the organization is finally receiving the support that their incumbent provider could not deliver.

Access One is a privately held telecommunications provider that strives to be the preferred choice for high-quality voice, data, Internet, data center colocation, and managed services. They are committed to providing highly functional and cost effective solutions to forward thinking, growing businesses. For more information, visit www.accessoneinc.com


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