



OVERVIEW

For nearly 60 years Morgan Medical Center has served the people of Morgan County. From minor emergencies to lifesaving treatment, the care Morgan Medical Center provides is critical to the Morgan County community.

In December of 2018 Morgan Medical Center moved their hospital to a new location. This move gave the hospital an opportunity to upgrade other aspects of their organization, namely their phone system. Morgan Medical Center was looking to trade in their traditional phone system for a newer Voice over IP system provided by their data and phone service provider One Ring Networks.



THE CHALLENGES

- Outdated PBX system
- Expensive to maintain
- Complex to make changes
- New hospital location

THE SOLUTION

One Ring Networks' on premise PBX system to ensure interoffice communication in the event of an internet outage.

THE RESULTS

A more affordable, easy to maintain PBX system with the flexibility to customize quickly and seamlessly.



A Needlessly Complex and Expensive System

Moving into a brand-new hospital, Morgan Medical Center needed a flexible phone system that was quick to install, and to partner with a provider would could take on the responsibility of installing and managing the new system. This would allow Morgan Medical Center's staff to focus on the more important aspects of their organization like caring for their patients.

At the previous hospital location Morgan Medical Center used a traditional wired phone system. Expanding this system in the simplest of ways caused Morgan Medical Center a lot of problems. Even for minor upgrades they frequently had to buy a significant amount of new equipment like phone cards and cabinets. Simply adding a new phone or extension to the system often required new cable runs causing significant strain on the hospital's staff. This also cost the hospital time and money that could have been spent on other aspects of their organization. "Managing and updating our traditional PBX system was not easy. It took someone being an expert in phone systems from the ground up to get anything done," said Patrick Cook Chief Information Officer at Morgan Medical Center.

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PATRICK COOK CHIEF INFORMATION OFFICER MORGAN MEDICAL

A mission critical aspect of a dynamic medical organization like Morgan Medical Center is the need for interoffice communication at all times. The ability to call other departments in the hospital, even when internet service is down, is absolutely crucial. This is because doctors need to stay in contact with each other to ensure the best patient care possible. Morgan Medical Center needed a VoIP system that was able to keep their staff connected at all times regardless of internet outages.

Providing Flexibility and Ease of Use

One Ring Networks took care of the installation and monitoring of a new VoIP PBX system hosted on site at Morgan Medical center. This VoIP system simplifies the lives of the staff at Morgan Medical Center removing the need for staff to have an extensive knowledge of phone systems to make changes. "The immediate support that the One Ring Networks team provides me both online, and over the phone is excellent. They can diagnose my problem and give me a solution to fix it quickly," said Cook. By taking on the responsibility of setting up and running the phone system, One Ring Networks enables the Morgan Medical Center staff to focus on serving their community through exceptional patient care.

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One benefit of moving to a VoIP system is the ability to customize your system's infrastructure. The VoIP system One Ring Networks installed emulates the layout of the phone system at the previous hospital location. This means that phone numbers, extensions, and conference lines, all carried over to the new system. This enabled a seamless migration to the new phone system for the end users, requiring very little training in phone usage. This migration allowed the staff at Morgan Medical Center to focus on patient care, while One Ring Networks took over the responsibility of keeping their phone system online.

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The flexible system One Ring Networks installed allows for easy addition of new seats, extensions, and conference lines without extensive cabling or expensive equipment purchases. Morgan Medical Center can request added phones, and this can easily be taken care of by One Ring Networks voice technicians remotely. The adaptability of a VoIP system is key to servicing a dynamic medical organization like Morgan Medical Center. "For a dynamic organization like ours where the ability to adapt is crucial, the VoIP system One Ring Networks installed for us makes changing our system easy," said Cook.

While One Ring Networks can host a phone system on our network, for dynamic organizations like hospitals where interoffice communication is key, hosting a PBX system on-premise is ideal. By hosting their PBX system on premises, Morgan Medical Center's doctors and nurses can stay connected with different departments within their hospital, even in the event of an internet outage. This is essential in making sure the patient gets the right care at the right time.

Who We Are

One Ring Networks is an industry-leading provider of voice and data services across Arizona, California, Georgia, Maryland and Texas. We offer hosted PBX, fixed wireless, fiber and unified communications solutions to businesses of all sizes. To find out more about our customizable options please contact 1-855-ONE-RING or email our team at sales@oneringnetworks.com

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