



CHESAPEAKE TELEPHONE SYSTEMS

customer experience



Attorney Healthcare Collections

"We've been really pleased with how Chesapeake has responded to our communication challenges. They've come up with creative solutions that helped us keep our existing equipment and integrate it with the new technology we wanted. Josh, our CTS engineer, has been a great resource for us too!"

—Christopher Stettler
AHC, Director I.T.

AT-A-Glance

Customer

- Law firm
- Specializes in healthcare reimbursement

Solutions

- Toshiba CIX phone systems
- Unified Messaging Call Server
- Nationwide Voice Mail Network
- Manassas, VA 300 phones
- Boca Raton 75 phones
- Fresno, CA 40 phones
- Albany, NY 15 phones

Key Benefits

- Single point of contact
- Consistent service levels
- National Account support
- Disaster Recovery plan
- Company-wide voice mail
- Unified Messaging

Keeping hospitals financially healthy

AHC combines healthcare industry legal expertise, claims management, and technology to assist hospitals in resolving complex reimbursement issues. They help recover the much needed revenue that keeps the doors open at the country's hospitals. Established in 1992, the firm has grown to 5 locations nationwide and over 400 employees—including almost 100 attorneys. Today, AHC depends on advanced telecom and its data network to provide professional services to a growing client base.

Simplified procurements and better service

With four locations nationwide to manage, AHC's IT team was looking for a technology partner and Toshiba vendor that could not only handle all their locations, but one they could count on. Chesapeake stepped up to the plate, solving AHC's service problems with a proven national accounts program and consistent, high quality customer support and account management.

Nationwide messaging

Chesapeake's engineers worked with AHC to network the four standalone Strategy voice mail systems into a unified network that enables AHC staff to share messages between offices, and send broadcast voicemails across the entire company. An enterprise-level Unified Messaging Call Server is connected by an MPLS data network that links all AHC offices. Future enhancements include a uniform 4-digit dialing plan between offices.

Full service partnership

AHC continues to succeed in the healthcare marketplace, and Chesapeake's role as a full service partner helps keep AHC clients, staff and departments well connected – and well positioned for healthy growth.

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