



# Microsoft Teams Phone System Implementation Services Help an OB/GYN Medical Practice Seamlessly Communicate and Collaborate Across Locations

## CASE STUDY

**Customer:** A multi-location medical practice providing Obstetrics and Gynecology services and care

**Industry:** Healthcare

**Profile:** The medical practice provides personalized, consistent, one-on-one obstetrical and gynecological women's health care services with highly customized treatment plans for prenatal care.

**Services:** Microsoft Teams Phone System Implementation and eFax

## Business Need

The medical practice, affiliated with top-rated hospitals, is knowledgeable and experienced, utilizing medically advanced, state-of-the-art surgical, and medical technology. The practice was using an old analog system for both its phones as well as its fax solution. But as they were planning a move for their flagship office, they wanted to implement Microsoft Teams across both locations.

The medical practice wanted to partner with a qualified IT services provider who could install Microsoft Teams as their enterprise-wide phone system covering home users as well as users in both offices. They partnered with Synoptek for the Microsoft Teams Phone System implementation project.

## Solution and Approach

*To meet the medical practice's requirement, Synoptek helped in migrating their existing phone system to Microsoft Teams Phone System, as well as their analog fax server to eFax. The eFax solution was chosen as it provides full end-to-end encryption which is important given HIPPA and PHI requirements. It also offers workflow configuration options to route incoming faxes to the appropriate practice location and allow for simultaneous document archiving.*

The practice had unique needs due to their constant front desk interaction with walk-in patients and Synoptek provided a wide range of consultancy services. Based on the understanding of their call flow, Synoptek deployed phones at each desk and implemented call queues to support their significant volume of incoming calls, faxes, and walk-in patients.

As part of the engagement, we implemented Microsoft Teams Phone System + eFax + Poly CCX Series desk phones. Because the staff was very apprehensive in using the new system, Synoptek also worked very closely with the administrative staff to help them learn the new system and provide hands-on training and support.



## Benefits

With Synoptek's guidance and support, the medical practice successfully migrated to Microsoft Teams Phone System. Synoptek's solution helped the client in:

- Setting up a modern and capable phone system for seamless communication
- Enhancing remote collaboration between two locations and home workers
- Achieving 30% overall cost savings compared to their displaced solution

## About Synoptek

Synoptek is a global systems integrator and managed IT services provider, offering comprehensive IT management and consultancy services to organizations worldwide. The company works in partnership with clients of all sizes – from mid-market to Fortune 100, and for over two decades, its focus has been to provide maximum business value to its clients, by enabling them to grow their businesses, manage risk and compliance, and increase their competitive position. Synoptek is committed to delivering improved business results and unmatched service to every client, every time.

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