

Axia Women's Health Primed for Growth With New Cloud Communication Capabilities

CUSTOMER PROFILE

Industry: Healthcare

Year Founded: 2017

Headquartered In: New Jersey and Pennsylvania

Number of Employees: 3,000+

Total Locations: Approximately 200 locations in 5 states and growing

Website: <https://axiawh.com/>

GOALS

Axia needed a partner specializing in implementations to help with a complex deployment strategy where migration from traditional PBX to cloud would happen in phases.

As a healthcare provider, Axia sought a boost in platform security to safeguard patient information while remaining HIPAA and PCI-compliant.

Axia wanted an easy-to-use cloud telephony system with clear call quality and reliable connectivity to improve customer experience.



BEFORE THE CLOUD

Axia Women's Health is a Managed Service Organization (MSO) that handles business operations nationwide for hundreds of healthcare providers. Due to multiple acquisitions and continued organic expansion, Axia's IT department began working with a vendor to standardize their existing physicians' communication networks to a modern cloud-based phone solution. Partway through deployment, as standards changed, it became apparent that their vendor couldn't meet all their newly identified needs.

DRIVERS FOR CHANGE

IT Director, Paul Stage, decided to reach out to their longstanding communications partner, Converged Technology Professionals, to assist with their overall strategy and provide advice on finding a more suitable platform.

THE ACTION PLAN

Converged's discovery team and engineers worked with Axia to assess their current technology, future goals, and recommend potential vendors. Axia's telephony committee, comprised of key business representatives, narrowed those choices by selecting 8x8 and RingCentral. Converged set up customized, guided demonstrations of the suggested platforms so the committee could see them in action and evaluate those options. Ultimately, Axia chose RingCentral for its ease of use, reputation, and HITRUST security certification.

Converged's Technical Account Management team prepared an action plan to ensure Axia's telephony team was fully briefed, providing a timeline for rolling, phased migrations, and personalized training for existing and new onboarding offices. Then, the two teams worked closely together, performing implementations with RingCentral as backup support.

THE RESULTS

Through Converged's discovery process, Axia could evaluate multiple solutions in a condensed timeline, saving time and money.

Axians now collaborate more efficiently using standardized communications tools and have peace of mind without worrying their legacy PBX will break down.

Axia is thrilled with the expedited outcome of working alongside Converged as they move hundreds of individual care centers across their network to the RingCentral platform.

ROADMAP AHEAD

*"We, as an IT department, needed a solid win. Because of our experience with CTPros, we knew what we'd be getting and had high expectations, and they were able to deliver a smooth migration to the cloud as well as **exceptional ongoing support.**"*

*Paul Stage, Director of IT Infrastructure
Axia Women's Health*

