Interim HealthCare of Oklahoma Case Study

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Cox Business Cloud Solutions: Dedicated Internet Access, VoIP Business Phone System, and Managed Cloud Services
Location: Oklahoma City, OK
Business size: 51 – 200 Employees
Key Issues: Working with slow, antiquated technology and hardware

THE CLIENT:
Interim HealthCare of Oklahoma – A home care provider

Interim HealthCare of Oklahoma is a leading national home care, senior care, home health, hospice and healthcare staffing services network. The company works with over 43,000 healthcare professionals across 41 states to provide expert care to more than 190,000 people annually.

THE CHALLENGE:
Adopting the right technology to provide better care

Interim HealthCare of Oklahoma, one of more than 300 Interim HealthCare franchises, serves the Greater Oklahoma City region. This franchise is not only tasked with providing top-level care to patients, they also need to be able to instantly and easily connect with their healthcare staff, providers and referral sources. Because all of Interim Healthcare of Oklahoma's services are provided outside their campus, the company needed everything from updated phone and faxing services to fiber-based Internet.

As a franchise, they had previously invested in technology solutions. However, there was no one to help them manage and update it. Everything was slow, sluggish, and antiquated, making it difficult to address each patient's needs as efficiently as possible. The biggest problem? Interim Healthcare of Oklahoma faced the dilemma of improving their technology and staying modern while also providing the same level of comprehensive care they are known for. Care that hundreds of thousands of patients rely on every day.

To get to the next level operationally, they needed an IT solution that could help them update their outdated technology and hardware. One that would allow them to stay focused on giving each patient the dedicated and focused attention Interim Healthcare of Oklahoma is known for.

Interim HealthCare of Oklahoma also faced another very real concern when it came to the potential cost of modernizing their systems. Because they needed a robust upgrade to their technology and had a lot of moving parts, they needed a provider that wouldn't redistribute their budget away from providing care.

"With Cox Business's great pricing and bundling packages we were able and continue to be able to get what we need at a great price."

-Sharon Collins, COO, Interim HealthCare of Oklahoma

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Enter Cox Business. Thanks to our flexible bundle packages and pricing, Interim Healthcare of Oklahoma was able to continue focusing on their patients' health and well-being while affordably updating and upgrading their technology to allow seamless communication.

THE SOLUTION:
Cloud-based apps and networking solutions

Once Interim HealthCare of Oklahoma decided to work with Cox Business for their cloud solutions, the path forward became extremely easy and efficient. Even with an almost entirely remote workforce, we were able to help set them up for success.

We implemented state-of-the-art systems like an IP Centrex phone system, Office 365, Mimecast web and email security and fiber-optic internet. Almost immediately, this updated technology proved to be a massive boon for Interim Healthcare of Oklahoma. It allowed their clinicians to worry less about the technical aspects of their day-to-day and spend more time on what matters.

But we didn't stop there. We understand that patient care doesn't operate from nine to five; it's a 24/7 commitment. That's why we were committed to providing a constant line of communication and timely follow-up. With dedicated support, Interim Healthcare of Oklahoma could continue focusing on offering first-class support without technological distractions or unanswered questions.

THE RESULT:
Better care, increased efficiency and security, plus peace of mind

Now that they had everything from enhanced security to streamlined communication, Interim HealthCare of Oklahoma could not only continue to grow during a digital transformation, they could keep all their operations running without issue. Every process ran smoothly, whether it was a call being instantly routed to the correct person or communicating effortlessly over video and email.

With our seamless migration, we transitioned hundreds of Interim HealthCare of Oklahoma users over the course of one weekend. Noticing an immediate effect, Interim HealthCare of Oklahoma felt current, up-to-date, and informed, saying, "Our goal as a home care provider is to always provide the best care and services we can to our clients. Cox has been able to help us meet and exceed our goals with fast and efficient internet and phone services."

In addition, they felt that everyone was finally working on the same secure, high-functioning system. Finally able to work efficiently, even during a pandemic, they were able to keep up with needs and demands without skipping a beat.

"Cox Business can be shown to be incredibly successful in terms of ROI"

In the end, partnering with Cox Business proved to be incredibly impactful, especially when looking at ROI. Thanks to the new technology, Interim HealthCare of Oklahoma can make tasks easier and more efficient. And with the help of stable and effective services, they've been able to grow and expand services to their community year after year.

We created custom packages to meet their specific needs like...

- A reliable, central hub for the company's IT needs
- A complete reboot and upgrade of antiquated systems
- Comprehensive training and continuous support
- Overall peace of mind

We provide more than just state-of-the-art cloud solutions. We also provide the support to help you use them. If you're interested in transforming and growing your business, visit coxbusiness.com/cloud today and get in touch.

Individual experiences may vary.

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