



# Healthcare administrators get visible solutions to tracking, troubleshooting calls.



**Jersey Community Hospital (JCH)** is a people-focused, prevention-oriented healthcare organization that provides the best primary care and sustainable secondary care in Illinois. It serves communities including Jersey, Calhoun, Greene, Madison, Macoupin, and Morgan counties.

**Deployment:** 350 devices

## The Challenge

- Limited call analytics from Cisco Unified Communications Manager (CUCM)
- Difficulty tracking administrative changes within the CUCM
- Inability to find and track troubled calls quickly
- End user phone troubleshooting, assistance, and training
- CDR retention compliance

## The Solution

With Variphy, Jersey Community Hospital can visualize, search, analyze, and report on Cisco Collaboration data from a single pane of glass.

Variphy's customizable reports gives JCH administrators and managers instant visibility into calling activity, whether they are looking to find and analyze a troubled call or to understand device capacity and utilization. JCH can now accurately determine busy hours and employee productivity.

Change Management allows JCH Cisco administrators to identify changes made in their UC environment, such as IP phone additions and removals, route modifications, and more.

Variphy's Remote Phone Control saves JCH administrators time while troubleshooting end-user issues. With IP phone display in real time, they can perform tasks such as initiating a phone reset without going into CUCM Administration.

Variphy gives JCH administrators access to report on CDR data for as long as they want. They can get peace of mind knowing they will always stay in compliance with federal and corporate policies.