Variphy provides healthcare provider with visibility into its newly deployed Cisco phone system.

Kelsey-Seybold Clinic
Changing the way health cares.

Kelsey-Seybold Clinic is a healthcare provider headquartered in Houston, TX. Kelsey-Seybold provides convenient access to coordinated, compassionate care through multispecialty care centers, a cancer center, a women's health center, two ambulatory surgery center locations, and a specialized sleep center. The organization aims to deliver high-quality, comprehensive medical care with a dose of old-fashioned TLC and personal attention.

Deployment: 7,000 devices

The Challenge

- Lack of experience with the new phone system
- Small telecom staff
- Limited reporting capabilities of built-in CDR reporting tool
- Limited time to provide information and resolution to issues

The Solution

After a brief demonstration of the Variphy software and taking advantage of the proof of concept, we were sold on the solution. We were able to deploy it very quickly using the OVA, referencing only knowledge base articles. After Variphy was installed, I engaged the account team and support team for a training session on the product. The proof of concept was a great experience and provided immediate results to our challenges. The level of support from Variphy's team of professionals was great! Each of them knows everything, and I mean everything, about the product. I've never had to escalate a support issue, no matter how ridiculous or silly the problem I found myself in.

The Impact

Variphy was able to provide a solution to our reporting and analytics needs. Along with our Cisco Communications Manager reporting needs, we also utilize the CUBE and dial plan management features. These three features allow our telecom team to provide reports and metrics as they are requested and troubleshoot issues as they arise.