



HealthTrio® replaces antiquated in-house phone system with fully managed phone solution from LOGIN



Background

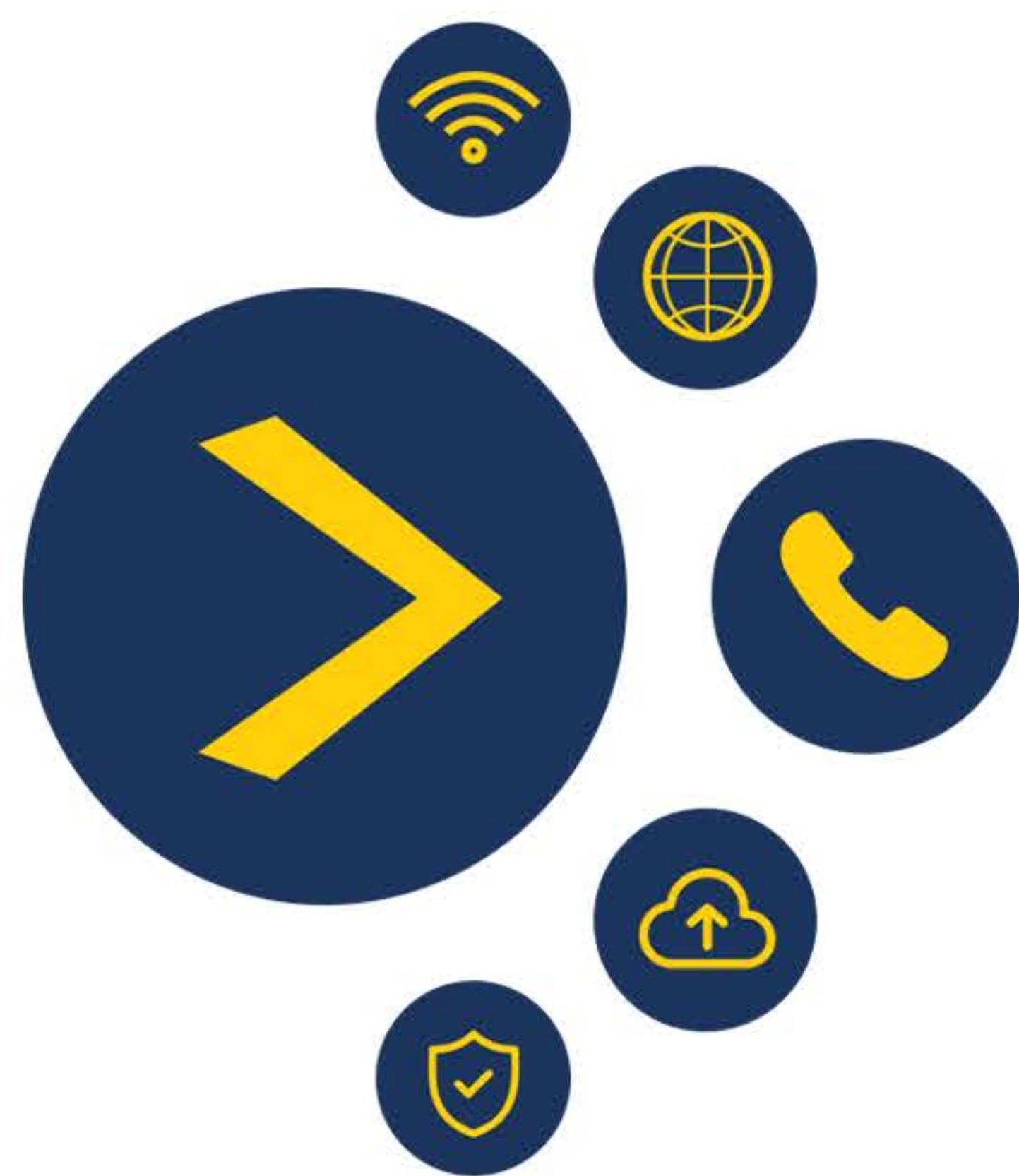
Tucson-based HealthTrio is a leading Software-as-a-Service (SaaS) provider for the healthcare market, dedicated to building secure web-based solutions that drive value-based care, payment transformation, member and care team engagement, and most importantly – improved health outcomes. Having been in business for 21 years, HealthTrio currently services 10 million members and 2 million provider users, accommodating over 30k logins/day and 150 million transactions/year.

“Businesses should not have to worry about trivial things like their phones working properly or having a reliable internet connection” said Dan Multhup, Senior Account Manager at LOGIN. “Moving to our fully-managed phone system freed up internal resources, allowing HealthTrio’s IT team to concentrate on supporting their core business.”



Business Challenge

While HealthTrio had been using an in-house phone system, HealthTrio’s growth and advancing business needs revealed pain points in the existing phone system that negatively impacted both customers and employees. The disparate telephone systems often required multiple points of contact for any support resolution, with prolonged downtime negatively impacting the end customer’s experience. Additionally, HealthTrio required the ability to accommodate a remote workforce, which was not possible to accomplish through their in-house system.



Solution

HealthTrio reached out to their trusted and longtime internet provider LOGIN, but this time for their expertise in telephony and managed services. After conducting an extensive assessment of their phone system and business needs, LOGIN provided a solution: LOGIN's Logix Phone System, Polycom desktop phones, and redundant phone lines to ensure business continuity, all backed by LOGIN's 24/7 monitoring and support.

"Moving to LOGIN's managed phone system meant that we no longer had to piece together disparate phone systems, and it is much more reliable than anything we could have built ourselves," said Chris Kobran, SVP, Technology Service Delivery at HealthTrio.

Result

LOGIN's Logix Phone System and technical support provided a streamlined yet robust solution for ultimate manageability, while also being flexible enough to expand and adapt as HealthTrio grows and business-needs change.

"One of the features of LOGIN's Logix Phone System that has been absolutely huge for us is the Dashboard. Now we can manage everything from call load and workflow to queue times, while being able to determine what the operational situation is at any given moment. That's a benefit we never had before LOGIN," Chris Kobran added.

Making sure the technology any business deploys is flexible enough to adapt to changing environments is critical, especially when unforeseen situations arise as was the case with the COVID-19 outbreak in early 2020. As many of HealthTrio's employees adjusted to working from home, LOGIN engineers quickly and seamlessly reconfigured the Logix Phone System to accommodate the influx of remote workers, ensuring HealthTrio could return to normal operations with little to no disruption to their business.

"LOGIN's response to our needs to provide employees with the ability to work remotely has been nothing shy of outstanding. It was quick, accurate and exactly what we needed when we needed it," said Chris Kobran, adding "We truly value our relationship with LOGIN and are happy we chose them for our communications needs."

