



Austin Heart

Austin Heart is the largest provider of cardiology services in Central Texas and has been serving the community since 1973. With 38 cardiologists providing quality care at 27 locations, Austin Heart provides the most comprehensive prevention, general, electrophysiology, vascular, and interventional cardiovascular services in Central Texas. For more information, visit www.austinheart.com.

Challenge

In early 2004, Austin Heart was outgrowing its communications system. As the organization became more widely known, calls to Austin Heart increased and the system could not keep up with the volume. Several of its locations had disparate systems that needed repairs and upgrades. Austin Heart was also in the process of opening several new offices and started looking for a new communications solution that could connect its locations with the flexibility to handle further growth and expansion. Austin Heart required a communications solution based on IP Telephony since they wanted to take advantage of the many business applications and benefits associated with an IP Telephony-based solution.

“I’ve never been involved with a faster installation that was so painless.”

– Paul Pannell, Telecommunications Engineer

Solution

After evaluating several vendors’ systems, Austin Heart selected the Avaya IP Office Solution based on its value and robust IP Telephony applications and capabilities. At its main clinical site in Austin, the company implemented the Avaya IP Office IP412 System with 150 Avaya Digital Telephones. For its other locations, Austin Heart uses Avaya IP Office IP403 Systems.

Applications and Services	
• Avaya IP Office IP403 Systems	• Avaya Voicemail Lite
• Avaya IP Office IP412	• Avaya SoftConsole
• Avaya Voicemail Pro (messaging application)	• Avaya Phone Manager (phone management)

“With our Avaya solution, we can configure its features and options exactly the way someone wants them to work. We’ve been able to use many of the system’s options to increase productivity.”

– Paul Pannell, Telecommunications Engineer

Results

- **Increased productivity and improved responsiveness.** With the Auto Attendant feature, incoming calls are easily routed to the appropriate person for better service to patients. Austin Heart employees can also program their phones to accept or forward calls based on the time of day, during breaks, or during vacation time.
- **Controlled costs.** Austin Heart plans to link its offices with the Avaya IP Office Solution for improved collaboration and reduced inter-company network costs.
- **Improved customer service.** Austin Heart has programmed its Avaya IP Office Solution to provide a dedicated service for patients to call. This service provides valuable information via pre-recorded messages about equipment usage and treatment instructions.

“In the past, a static phone system was fine for us. We mostly handled incoming calls, made outgoing calls and kept up with patient demands. But as call volumes have increased, so have our means to cope with them. With the Avaya solution, our team now has more options available to ensure our clients receive the responsiveness they have come to expect from us.”

– Paul Pannell, Telecommunications Engineer

For more information on organizations using Intelligent Communications, contact your Avaya Client Executive, Avaya authorized BusinessPartner or visit www.avaya.com, and click on “How to Buy.”

