



Case Study: Multi Site System Install

Here's what we did...

In early 2018, we engaged with East Hull Family Practice, a three-site medical practice with around 27,000 patients.

We have supplied telephone services to customers in medical sector before and are acutely aware just how important it is to have a system that can manage incoming call traffic in the most efficient and sensitive way.

The Practice's existing NEC systems were situated at each of the three sites and ran independently of each other so our primary task was to advise on a solution which would connect all three sites, so that the three surgeries could have a centralised call hub. Setting up a VPN connection and installing a brand-new NEC SV9100 with sophisticated auto attendant features, marketing on hold and call recording achieved just this, allowing the Practice to effectively support the 2000 calls which it receives per day.

With traditional fixed analogue lines still in place, including some old KCOM centrex lines, the recurring monthly network charges were high and the functionality was limited. Replacing some these with low cost SIP trunks, has not only created monthly savings on line rental and outgoing call charges but has also improved the flexibility to scale up and down the voice capacity of the Practice, ensuring that patients are not left wanting when trying to contact the Practice.

Working closely with the Practice, we installed and configured the new system, VPN, and SIP trunks avoiding any unnecessary disruption to the communications. On-site training was also provided to relevant personnel to make sure that the transition to the new system was unproblematic and with a long-term maintenance package in place, we are always on hand to resolve any issues or queries in a prompt and friendly manner.



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Here's what they said...

As an NHS organisation caring for many people in the local community, communication is a significant part of our job. We must be able to look after our patients and being 100% accessible to them is key to that mandate. It is therefore very important to us to have a telephone solution which satisfies these needs.

We considered a few different suppliers and decided to choose River as we feel they understood our requirements and equally importantly they were willing to consult with us to deliver the exact solution we as a Practice needed, rather than trying to simply sell us an off the shelf solution. The system we now have has undoubtedly increased the efficiency of how we manage incoming calls which in turn is driving improvements throughout the Practice.

Installation was relatively smooth and training was most useful. River were happy to fit it around our schedules and surgery opening times and now, we are really pleased to have a telecommunications system which is reliable and very effective. Our new solution also provides us with excellent cost savings which will assist us with our strict budgeting targets.

We have built a great working relationship with the team at River and whether it be technical, sales or billing support we require, we have never been let down.

We would have no hesitation in recommending River as a trusted and expert telecommunications provider, in fact, we have already done so to several other Practices in the area.

Rebecca Clark

Practice Manager

East Hull Family Practice