

CASE STUDY

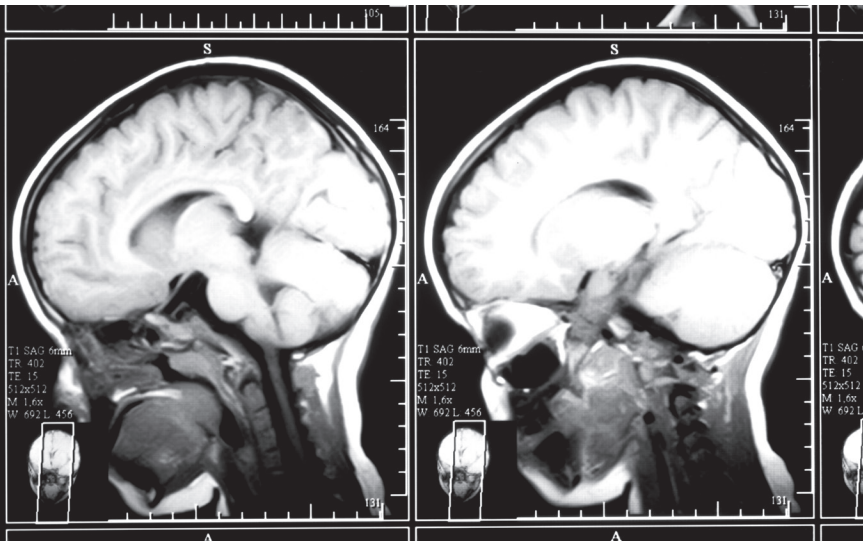
WellSpace Health

WellSpace Health (formerly known as The Effort) is a Federally Qualified Health Center with eight locations in Sacramento, California and surrounding areas. Established in 1953, the non-profit organization offers several services, including inpatient and outpatient addiction treatment, mental health counseling, and pregnancy and midwife services. WellSpace Health doctors, physicians, and counselors provide health care in various community health centers. WellSpace Health also operates the area's only 24-hour Suicide Crisis line and 24-hour Parent Support line.



At a Glance

WellSpace Health has been providing health care services since 1953 and operates the area's only 24-hour Suicide Crisis line and 24-hour Parent Support line. With eight locations in the Sacramento area, the organization needed a scalable telephone system that could provide enterprise-class reliability.



Background

Before moving to Jive, WellSpace Health was managing four different phone systems across locations. Lorenzo Lopez, IT Systems Administrator, explained, "Managing the different systems simultaneously with less-than-stellar UIs [user interfaces] is beyond painful." In addition, WellSpace Health needed to ensure that their phone system could match their quick rate of growth, without adding additional maintenance, management, or systems. These growing issues meant that the organization needed to start looking for a new system that could provide a comprehensive, scalable interface while providing the reliability required by health care services.



Solution

WellSpace Health began by doing ample research on various telephone systems, and knew that hosted (cloud-based) VoIP was an easy pick. For Lopez, “[Cloud VoIP] is one less system to physically maintain. We are a very small IT department and we already had some experience with VoIP phones before.” After considering several of the leading Cloud providers, WellSpace Health chose Jive Communications. Said Lopez, “We needed a solution that was simple to use on the user end and on the administration end as well—but powerful enough to use in the health care industry. Jive is exactly that.”

JOINING JIVE

Although several decision factors influenced WellSpace Health’s choice of providers, from the onset Jive Communications was able to address their key concerns:

- **System Administration:** Jive’s cloud-based solution provided the ease of management needed, and consolidated all WellSpace Health’s locations under a single system with a single administrative interface. Jive’s intuitive online interface was a relief from managing four systems, as Lopez described, “Jive’s UI is so simple to use yet powerful; I have taught clinic managers how to use it in their spare time (which is not very much at all!)”
- **Scalability:** Due to their rapid growth rate and many locations, scalability is vital for WellSpace Health. Lopez continued, “Because of our fast-paced growth, we need something that works and isn’t complicated/convoluted to scale at a moment’s notice. Jive has met us and hit the floor running with us.”
- **Cost:** As a non-profit organization, keeping the “bottom line” low is critical for WellSpace Health. One of the benefits of joining Jive was the use of the California Teleconnect Fund discount, a state-funded service that provides a 50% discount on monthly costs. For more information on the CTF discount, visit www.cpuc.ca.gov/.

Quick Facts

Jive Communications’ scalable solution allows WellSpace Health to manage all locations under a single online interface. Jive can also meet the need for rapid scalability and is even eligible for the California Teleconnect Fund discount.



IMPLEMENTATION

Another great benefit of joining Jive was the simple implementation process, which is also vital for scalability. One of the most important elements of transitioning to a new system is the support provided. When asked for the key to WellSpace Health's successful transition, Lopez replied, "The support and direction of Jive's sales team. If they didn't have the answer, they will bring the experts in their company to help us out, be it a simple dial plan question or the possibility of discounted phones for a new site." Jive is proud to be ranked #1 in the industry for customer service.

As advice for other non-profit organizations considering a transition, Lopez recommended assessing your network and keeping infrastructure up to date, as old or obsolete infrastructures can require significant overhauls once transitioning to a new system. If your current infrastructure is kept in current condition, the transitions can remain seamless.

MOVING FORWARD

Since moving to Jive, WellSpace Health has been pleased with the ease of system and administration and scalability, as well as other benefits provided by Jive's advanced features. For instance, Lopez explains, "Jive's clarity in its reports have given us a real world view of what our call volume is. This impacts our projected budgets for each site...[and] also keeps our clients happy by always being able to reach someone when they call."

WellSpace Health looks forward to utilizing more of Jive's features as they continue to migrate additional lines and locations—including their 24-hour Suicide Prevention Crisis line—to their Jive system.

With their new solution in place, WellSpace Health has been pleased with Jive's ease of management, scalability, and growing feature base. Lopez did not hesitate to assure that, "Jive is just fantastic to work with. The system is easy to learn and easy to master. You usually don't get that with phone systems."