



# AAA Ambulance CASE STUDY



# HERE IS THE CHALLENGE



*“ We need a robust VoIP solution that is feature-rich and handles all scenarios of incoming call routing. Our business is highly delicate when it comes to ensuring the safety of our patients.*



AAA Ambulance sought a unified communications solution that would provide the flexibility and durability to handle complicating call routing and 24/7 uptime. In 2011 an office caught fire due to an electrical issue and VOXO was able to aid in providing an off-site hosted VoIP solution within the next 24 hours. This event led to the need for a robust and versatile telephony solution that would scale with the growth of AAA as well as being versatile enough to provide failover alternative during times of emergency. One important need was integration with the dispatching 24/7 call center and call recording for call tracking purposes.



# THE SOLUTION DELIVERED

AAA Ambulance runs all of their calls 24/7 through the VOXO platform which provides all of the features necessary to ensure the most effective communication is possible throughout the company. Some key benefits include, Call Recording, a central online portal to manage all aspects of communication, Real-time call statistics, advanced call routing, and integration with the 2 way communication radio system. AAA Ambulance is fully equipped with the tools they need to respond to every accident and stay in constant communication, whether it be in a vehicle, or helicopter.



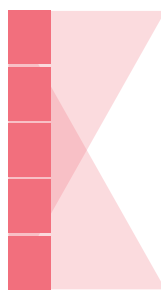
# Communicating is Easy

“ It is now much easier to manage the phone system from one location instead of calling someone to physically come move lines and phones in our offices.


VOXO has the knowledge and experience to solve any problem that may arise. These guys love what they do and it shows in their service offering.



Truly Unified  
Communications



# ABOUT AAA Ambulance



AAA Ambulance is the first ambulance service licensed to provide emergency medical services in Mississippi. Created nearly 10 years before state law mandated licensure, AAA celebrates 50 years of continuous services in 2015. Today, AAA delivers around the clock state of the art emergency and non-emergent medical care in ten southern counties and to the municipalities within. Timely professional response, in over 4648 square miles to over 300,000 people, is a responsibility that is taken very seriously by everyone associated with AAA. With its goal to deliver every patient to the right facility for the right care in the right amount of time, AAA staff is proud to be "Here for you since 1965. AAA Paramedics and Emergency Medical Technicians are committed to the people they serve.







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“Combining the cost effective, flexible phone service provided by VOXO, we are now more versatile than ever. Having one central location to manage all of our phones is a huge time saver.”