Huntington Health Elevates Care with BluIP®

Introduction

Huntington Health, a renowned healthcare provider in Southern California and an affiliate of Cedars-Sinai, faced significant challenges with its aging telecommunications infrastructure. Recognizing the critical need for seamless communication in healthcare operations, Huntington Health transitioned from a failing, outdated on-premises system to a reliable and scalable Cloud solution. Joseph Hernandez from BluIP emphasizes, "Our experience supporting healthcare organizations has shown the importance of scalability and disparate system integration. Transitioning customers from an on-premises system to a cloud-based solution has allowed us to be more responsive to the evolving needs of our clients. The ability to scale up and down quickly, integrate seamlessly with existing systems, and leverage advanced analytics has transformed how we support our customers. This flexibility is crucial, especially in the healthcare sector, where demands change rapidly."

Challenges and Needs

Huntington Health's previous legacy phone system had become difficult and expensive to maintain. The hospital campus needed:

- **Reliability and Uptime:** Ensuring 100% uptime for mission-critical communications across departments to prevent disruptions in patient care and operational efficiency.

- **Cost Efficiency:** Reducing the prohibitively high maintenance costs of the on-premises system by moving to a cloud-based solution.

- **Regulatory Compliance:** Meeting stringent healthcare industry regulatory requirements.

- **Functionality and Integration:** Incorporating advanced features and seamless integration with other hospital systems to enhance operational efficiency.

Solution

Huntington Health partnered with BluIP to implement a modern, cloud-based Unified Communications solution. Key components included:

- **Hosted Voice:** A robust, carrier-grade Cloud Voice system replaces **outdated on-premises infrastructure.**

- **SD-WAN and On-Net Connectivity:** Ensuring private and secure communications, enhancing reliability across the hospital campus.

- **AI Virtual Assistant:** Managing the internal directory for easy access to extensions and efficient call routing through conversational AI.

- BluIP's reputation for **white-glove support** and dedicated migration teams ensured a seamless transition from the outdated system. Their agile approach and carrier-grade utilities were pivotal in addressing the hospital's urgent need for a reliable, cost-effective telecommunications solution.

Implementation and Timeline

The migration to the new system was executed through a phased approach to minimize disruption to the hospital's operations:

Phase 1	Assessment and Planning	Conducting a detailed analysis of existing infrastructure and requirements.
Phase 2	Pilot Implementation	Deploying the system in select departments to evaluate its functionality.
Phase 3	Full Deployment	Gradually rolling out the system across all departments to ensure continuity.
Phase 4	Training and Support	Providing comprehensive training for staff and ongoing support to address any issues.

Results

The transition to BluIP's Cloud Voice system yielded remarkable results:

- **Cost Savings:** A fivefold reduction in annual voice service costs and a shift from CAPEX to OPEX

- **Enhanced Reliability:** BluIP's resilient platform guarantees the highest level of uptime, a critical need for a healthcare provider

- **Modernized Communications:** Supporting over 4,000 users across a 600-bed facility, modernizing the hospital's communications infrastructure

- **Operational Efficiency:** Streamlined internal communications with the AI virtual assistant and advanced call routing features, reducing the need for operator-assisted transfers

Return on Investment (ROI)

The investment in BluIP's solution provided substantial returns:

- **Cost Reductions:** Significant savings in network, equipment, labor, and maintenance costs.

- **Operational Expense Management:** Shifting hardware costs to operational expenses eased budget constraints.

- **Peace of Mind:** Replacing the unreliable legacy infrastructure ensured continuous, dependable communication capabilities.

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> "We were looking for a solution that would allow us to reduce our on-premises footprint, streamline our telco spend, and consolidate a needlessly complex networking environment. The benefits were clear from day one. BluIP's cloud offering ticked all the boxes and more."

Huntington Health®

Matt Berlin
Director of Information Systems, Huntington Health

Conclusion

Huntington Health's partnership with BluIP highlights the transformative impact of modernizing telecommunications infrastructure in the healthcare industry. The successful migration to Cloud Voice Solution enhanced operational efficiency and reliability and delivered significant cost savings. This case study underscores the importance of leveraging advanced technology to meet healthcare providers' unique demands.

The transition to a Cloud Voice system has set a new standard for Huntington Health, supporting over 4,000 users with a reliable, cost-effective, and modern communications infrastructure. The AI Voice Assistant advanced call routing features have streamlined internal processes, allowing healthcare professionals to focus more on patient care than administrative tasks.

Furthermore, the shift from capital to operational expenditure has provided Huntington Health with the financial flexibility to invest in other critical areas. The new system's enhanced reliability and uptime ensure that vital communication channels remain open to ensure patient safety and care continuity.

Huntington Health's experience with BluIP is a compelling example for other healthcare providers considering similar upgrades. The lessons learned from this technology modernization, including the importance of proactive planning, stakeholder engagement, continuous training, and flexible implementation, offer valuable insights for other Healthcare organizations looking to reduce risk and improve operational efficiency. Ultimately, the result is better customer experiences.

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About BluIP®

BluIP® is a Tier1 global service provider and communications technology innovator. The company develops artificial intelligence and enterprise-grade telephony solutions for leaders in hospitality, restaurants, healthcare, small business, and the enterprise. BluIP's comprehensive suite of products includes the industry-disrupting, all-in-one artificial intelligence platform, AIVA® Connect with modules that improve every customer interaction, streamline business processes, and provide in-depth business intelligence to help customers optimize resources and drive more revenue.

Learn more at bluip.com.

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