

## Case Study Sunrise Medical, Inc.

Sunrise Medical is one of the world's largest manufacturers of rehabilitation products and assistive technology devices for people with disabilities, as well as patient care products used in nursing homes, hospitals and homecare settings. Sunrise has manufacturing facilities in five countries and suppliers in more than 90 countries worldwide. Their mission is to improve people's lives by creating innovative, high quality products—so it's no wonder they found a compatible partner in Comview.

The telecom usage management product Sunrise had been using had reached the end of its life—and the end of its support. With 6 sites and over 1,000 users, they needed a robust solution. They needed a management tool, one that would give them the ability to accurately track and manage usage for both their customer service and credit and collection organizations. "It's critical for us to be able to see if our people are making the calls they should be, and spending enough time with inbound calls," said Amy Donia, Senior Manager of IT. "We looked at 3 providers—our old vendor, Comview and one other name you'd recognize. Comview was simply the best for the money. Not just as a management tool, but also for their functionality."

*"Comview was simply the best for the money. Not just as a management tool, but also for their functionality."*

Amy Donia  
Senior Manager of IT

"They gave us a very thorough demo. They understood what we wanted, and showed us how the Total Talk Management solution would meet our needs," said Donia. "We were impressed, not only with their product knowledge, but with their attentiveness to what we needed. They didn't just show us what the product could do, they showed us what it could do for *us*. And they've continued to show that same concern and responsiveness, at every level, since we became a Comview customer."

"Comview *guaranteed* us savings of \$12,480 a year on the wireline side," Donia stated. "Once our old contracts run out, we now have the information we need to realize nearly twice that in real savings. On the wireless side, Comview's Rate Plan optimization has already saved us \$30,000—in the first year alone."

Speaking of wireless, Sunrise Medical also liked the idea of being able to import their wireless data. "Having all that information, wireline and wireless, available through one Web portal is a huge benefit to us. It's all right there, on one screen. Thanks to Comview, we can track and manage all of it."

**COMVIEW**  
TOTAL TALK MANAGEMENT

110 Walt Whitman Road, Suite 101 • Huntington Station, NY 11746  
631.935.1900 • Fax 631.935.1925  
info@comviewcorp.com • www.comviewcorp.com