



North Shore-Long Island Jewish Health System

Healthcare network reaps the benefits of Comview

Phone System Optimization with year-end savings of more than \$142,000

How the North Shore-Long Island Jewish Health System achieved a healthier bottom line without any additional manpower or software solutions to manage

The North Shore-Long Island Jewish Health System, a health network of 18 hospitals and 12 outpatient facilities, generates roughly US \$ 3 billion in annual revenues. While the not-for-profit health services industry faces many of the same challenges as for-profit enterprises, such as the increase in customer expectations and the demands of evolving technology, the not-for-profit health services industry must also bear the burden of unfunded government mandates regarding services that must be provided. This results in the most successful health networks operating on annual margins of only 1 – 3%.

Like other operational departments within the North Shore-LIJ Health System, the Enterprise Communications Technologies (ECT) team was chartered with the responsibility to manage the telecommunications expense and to reduce costs.

Deployment of **Comview Call Accounting** and Autoconsultant services allowed the ECT team to achieve both without any additional manpower or software solutions to manage.

Comview Call Accounting services provide the ECT team with a 10 page management report citing specific cost savings opportunities. This is in addition to access to data to support critical decision processes:

Network Optimization: Comview Call Accounting provides 24/7 information regarding call traffic through the switch. This allows for dynamic management of telecommunications bandwidth.

A couple of years ago I began a competitive search for a Call Accounting solution to be adopted as a standard throughout our Health System. One of the reasons Comview was selected was their overall flexibility and their ability to provide other value added services. However, when we were first approached by Comview to utilize their Autoconsultant service, we were skeptical. Would there be enough savings to justify the cost? After reviewing the first few reports and working with Comview resources to better align the reports to meet our business objectives, we quickly realized their value. The reports told us exactly what actions to take for each savings opportunity and included all supporting data. With this service, complete PBX optimization is now available with limited use of Health System resources. As a result, we have opted to use the service in every hospital that has the Call Accounting.

- Dan Spinosa, Director Enterprise Communication Technologies

Taking advantage of the information provided by the Comview system, the ETC team identified:

- Superfluous hardware and services in the system
- Situations where service changes would realize significant savings on usage costs including implementation of additional FX services, increasing DOD trunking to offset outbound calling on DID facilities, and review/management of VoIP traffic
- Situations where least-cost routing could be optimized

The Comview service also provided the ETC team with information “on the fly” enabling them to identify services that may not be functioning at full capacity.

Business Metrics: By framing the call accounting system on the basis of the organizational chart of accounts, the ETC team established a framework for providing the organization with a telecommunications cost for each department of each facility where the system is deployed.

- This now allows the health network to compare telecommunications costs from facility to facility (assuming they are commensurate in size and function) as well as to evaluate these costs on a “per bed” and “per employee” basis.

Call Accountability: The transparency that the Comview services now brings for the telecommunications expense allows the health network to conceivably chargeback the cost of the telecommunications expense to the individual extension or department responsible for consumption of the resource.

- This brings equity to the allocation of the telecommunications expense and also provides a realistic framework for budgeting purposes going forward and for departmental accountability.

The savings identified above are a reflection of Comview service deployment in seven North Shore-LIJ facilities. Comview continues to work with North Shore-LIJ to deploy additional systems throughout the network.

About Comview

C O M  I E W

Comview's flagship integrated telecom management offering combines Telecom Invoice Processing, Wireless and IT Asset Management, Procurement and Call Accounting in a single integrated platform. Comview's managed service/BPO approach and “customer for life” philosophy provide customers with the highest level of service and support and sustainable ROI. Comview's services are used by major organizations throughout the U.S. and abroad. Learn more at www.ComviewCorp.com

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