



CASE STUDY

Fastmetrics Transforms Pediatric Practice Voice Communications



Problem

A multi-office pediatric practice approached Fastmetrics to fix a long time problem with their business phone system. Families rely on the practice's call center receptionists and telephone advice nurses for vital information, but the practice was being overcharged and underserved for a business phone system from a major national provider. Fastmetrics agreed to improve the practice's communication system and add more flexibility, so they could more effectively interact with patients' families.



Solutions

Fastmetrics was attentive to the practice's immediate need and delivered a new level of service for a better price, a true upgrade. We implemented and set up new equipment and a phone system exactly how the client needed it to work. Following COVID-19 stay at home orders, the practice was able to implement our voice solution overnight at home without disruptions to communications or business, and employees were able to convey information safely.



Results

Communications, productivity, and efficiency have remained consistent for the pediatric practice despite unprecedented quarantine protocols. Seamless internal and external communications continued even with newly set up remote staff, working from home. The practice was able to adapt immediately to meet patient care and contact needs due to the phone system implemented by Fastmetrics. All at a lower cost with higher levels of customer service.

About Fastmetrics

Since 2002, Fastmetrics has been a top rated dedicated business Internet Service Provider in the Bay Area and across California. We deliver and support business connectivity, voice and managed network services. Our team helps customer growth via more efficient communications, higher productivity and exceptional support to achieve business goals.



With our new Fastmetrics phone system, when shelter-in-place was issued we were able to pivot literally overnight to have the majority of our staff working from home the next day...

Fastmetrics has truly been a game-changer for us"

– Steve, Executive Director,
Tamalpais Pediatrics