



# New Mitel system for Goshen Health improves efficiency and minimizes support requests.



Faced with a disjointed telecommunications system that was falling short and nearing its end of life, Goshen Health turned to Van Ausdall & Farrar to roll out a new Mitel system in their flagship hospital. As the only gold-certified Mitel provider in the state, Van Ausdall provided the technical and educational experience necessary for success.



## OBJECTIVE

Streamline, unify, and modernize Goshen Health's telecommunication system with less support and quicker adjustments than current system.



## STRATEGY

Leverage experience as the only Mitel Gold Partner in Indiana to upgrade system with zero downtime and provide necessary support and education.



## RESULTS

Smooth transition while minimizing support needs, which allowed IT team to focus on other mission critical needs.

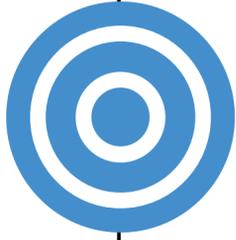
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## THE COMPANY

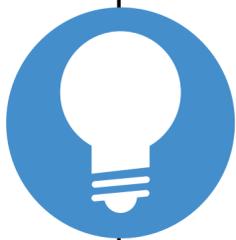
Goshen Health is a comprehensive healthcare provider in Elkhart County, Ind., including a 24/7/365 hospital and 20 specialty locations to meet the healthcare needs of the community at every stage of life. Goshen Health utilized a Nortel telecommunications platform at its main hospital along with several disparate systems throughout the rest of their facilities. Goshen Health's IT department was challenged to keep up with maintenance and were not getting the support they needed from current vendor.



## THE OBJECTIVE

Faced with a cumbersome and under-supported system, Goshen Health sought to streamline its telecommunications needs. The IT team received an abundance of support requests requiring a great deal of time, resources, and attention. The Nortel system was approaching the end of its service life and their previous communications partner was financially unstable.

Goshen Health needed an IT partner that could implement a system with minimal disruptions and help the healthcare network live up to its mission of delivering innovative, outstanding care and services through exceptional people doing exceptional work.



## THE STRATEGY

Van Ausdall & Farrar implemented a Mitel communications platform that would minimize support requests and reduce the time necessary to fulfill those requests. Van Ausdall leveraged its position as the only Mitel Gold Partner in Indiana with eight certified technicians on staff. They were able to educate Goshen's in-house IT team on the Mitel platform.

Van Ausdall rolled out the Mitel platform throughout the Goshen Health network over eight years as locations were ready for replacement. In 2019, old systems – more than 2,000 extensions – will be completely replaced with the Mitel system. Van Ausdall has been able to support the transition each time with zero downtime, which is especially critical in a 24/7/365 hospital setting.



## THE RESULTS

As a result of the successful transition to the Mitel system, the Goshen Health IT team decided to have two team members complete Mitel certification. This allowed in-house IT staff to implement smaller projects while having Van Ausdall handle more complicated implementations.

Additionally, Goshen Health is evaluating the Mitel Connect Advanced Mobility Application for patient care staff. The platform provides seamless connection with the telecommunication system.

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