eZuce Success Story

CareSpot-operated centers provide a wide range of healthcare services such as urgent care, health checks, and occupational health services. CareSpot operates 56 urgent care centers across Tennessee, Texas, Kansas, Missouri, and Florida. The centers feature multiple exam rooms, on-site lab testing and X-ray capabilities. Online and mobile scheduling tools at CareSpot.com allow patients to find a convenient location, book appointments and even save a spot in line. Extended hours, with most locations open 7 days a week – including weekends and holidays.

CareSpot Express Healthcare

The Challenge

CareSpot was using a hosted Cloud VoIP Service and Cisco IP phones as their Unified Communications system at their main office and in branch locations. The solution fit their needs when it was first designed, but as CareSpot grew the solution became increasingly expensive and lacked the flexibility to add functionality such as Call Center routing and high availability. The CareSpot management team was looking for a cost effective, standards-based unified communications solution with advanced features and options to replace their existing system.

The Solution

Uniteme (formerly openUC) presented CareSpot with an inexpensive, full-featured solution which could be run and managed by their staff in their virtual computing environment. The Uniteme platform has grown from a few to several retail centers and is poised to meet the demand of CareSpot's growth initiatives for the future. Uniteme was a perfect fit to meet CareSpot's high growth and its lean architecture and footprint offered a standards-based approach to their hardware demands.

The Benefits

- Flexible, scalable unified communications solution to meet CareSpot's growing demand and reach
- Standards-based enables purchsae from any equipment vendors
- Runs in a virtual computer environment
- Lean architecture and footprint uses fewer resources and easy for IT staff to manage
- Remote access supports help desk agents when on-call

> "The company is very excited and everyone loves the system. We have a single instance running all services at a co-location facility. It's VMware-based and we are also using eZuce's Reachme Contact Center for our billing and help desk so users can access the system remotely when they are on call."

Matthew Kitchin, Director of Information Systems