

Maxim Healthcare Modernizes Their Communications with eGroup Enabling Technologies Using Voice & NuWave Operator Connect

Close Date	OU	Industry	Org Size	Deal Highlight	Products & Services	Partner	Customer	Competition
Nov 2023	EOU	Healthcare	3,200 employees	Phone System Management Easier	Teams Phone System	eGroup Enabling Technologies	Maxim Healthcare	Cisco
CHALLENGE		SOLUTION		OUTCOMES		TEAM		
<p>Maxim Healthcare needed to modernize its communication infrastructure, burdened by an aging on-premises Cisco phone system approaching end-of-life. They were challenged with poor system performance, hardware maintenance issues, and the physical space occupied by equipment. Recognizing the need for a transformation, Maxim Healthcare aimed to alleviate these burdens and enhance user mobility by replacing a significant number of desk phones with headsets.</p>		<p>Following a successful pilot, Maxim Healthcare adopted Microsoft Teams Phone with NuWave as the Operator Connect provider, complemented by Poly devices. This strategic shift has significantly reduced maintenance burdens associated with aging physical phone devices, while Poly Lens Device Management simplified management tasks. eGroup Enabling Technologies guided Maxim Healthcare to communication efficiency, scalability, and user experience, empowering them to deliver better patient care. By embracing cutting-edge telephony solutions and streamlined management practices, they set the stage for innovation and growth in healthcare communication.</p>		<p>As the pilot phase concludes, Maxim Healthcare is poised to transition its remaining 3,100 users from Verizon to Teams Phone with NuWave, validating the effectiveness of the communication solution design. The seamless collaboration between Maxim Healthcare, eGroup Enabling Technologies, and the Microsoft account team has propelled the project's success, prompting the organization to actively consider an M365 E5 uplift.</p> <p>Contractual Value -Teams Phone add-on for 3,200 users.</p>		<p>Account Executive Stuart Marcoon</p> <p>Principal CSAM Max Jorfi</p> <p>Modern Work Specialist Jong Massaquoi</p> <p>Sr. Technical Specialist Daniel Bravo</p> <p>Security Specialist Chris Osborne</p> <p>Partner Ryan Quesenberry, Account Executive</p>		