

CUSTOMER EXPERIENCE



ABOUT MEDQUIST, INC.

Type: The world's largest provider of "voice to coding" solutions for healthcare, dictation, speech recognition software, outsourced medical transcription, and coding services needs

Location: Corporate headquarters in Mount Laurel, New Jersey, U.S., with two large offices in Georgia

Configuration: Multiple satellite offices, 300-seat contact center, and remote teleworking staff

Website: www.medquist.com

CUSTOMER NEEDS

- Lower overhead costs
- Retain knowledge workers
- Improve communications among all employees nationwide
- Easy to use, scalable system which can be managed via a single interface at any of the three corporate offices

MedQuist Retains Knowledge Workers with Mitel Unified Communications

The Company

MedQuist (MEDQ:PK) is the world's largest medical transcription company. Founded in 1970, it's based in Mt. Laurel, New Jersey, with two other large offices in Georgia. The company employs more than 8,000 medical transcriptionists (MTs), all of whom work from home, as well as 3,000 corporate employees nationwide. In the clinical documentation workflow, they provide—in addition to medical transcription technology and services—digital dictation, speech recognition, electronic signature, and medical coding technology and services.

The Challenge

As MedQuist grew, so did their communications and real estate costs. With 130 service centers, multiple accounts and billing, contacts and escalation points, disparate communications systems, structural cabling costs, and real-estate expenses, the company's legacy communications system was becoming difficult to manage and its bottom line was suffering.

MedQuist needed to identify where the greatest cost savings could be realized, short of adjusting their work force. A new, long-range strategy had to be created to meet the growing needs of their customers without opening more service centers and accumulating real estate costs. The company wanted to attract the most qualified employees regardless of whether they lived near a service center.

A change in the company's culture and its architecture had to be realized. MedQuist decided to think outside the box by selecting the Mitel® Teleworker Solution and Mitel Unified Communicator® (UC) Advanced (formerly Mitel Your Assistant™), which allowed the company to retain jobs while saving money.



SOLUTION COMPONENTS

- Eight Mitel 3300 IP Communications Platforms (ICPs) with automatic call distribution (ACD)
- Mitel SX-2000® Light
- Mitel Unified Communicator® (UC) Advanced (formerly Mitel Your Assistant™)
- Mitel Enterprise Manager
- Mitel Teleworker Solution
- Mitel Applications Suite
- Mitel Contact Center Management
- More than 1,000 Mitel IP phones

RESULTS

- Ability to hire additional knowledge workers without acquiring real estate and overhead costs
- Agents can work from remote locations
- Reduced number of published customer service phone numbers from 150 to 15

“MedQuist chose to change its business model by scaling back on the number of nationwide service centers to reduce overhead costs but needed to retain our knowledge workers. They are our keys to success,” said Lauren Johansson, manager of IP telephony services, MedQuist. “By placing them into a virtual workforce, we reduce costs, retain the employee, and allow them to work in their own environment with all the right tools necessary to perform their job.”

The Solution

With Mitel, MedQuist migrated to the latest IP-enabled solutions and retained their legacy investment. Because they closed 40 remote offices in a 60-day window, it was essential they kept those employees working with minimum down time. They were able to deploy 1,000 IP phones with the latest teleworking capabilities within tight schedules—20 percent in a single day.

The Mitel 3300 IP Communications Platform (ICP) provides MedQuist with a highly scalable, feature-rich communications system designed to support businesses from 10 to 65,000 users. With the 3300 ICP, MedQuist gained maximum redundancy should any natural or man-made disasters occur, as well as embedded applications such as standard unified messaging, auto attendant, ACD, and wireless.

MedQuist’s desire for simple configuration, control and management of Mitel’s enterprise portfolio was met with Mitel Enterprise Manager, a suite of management tools that allows MedQuist access to multiple sites and systems from a single interface, lowering business costs and increasing staff productivity.

“The scope of what we decided to do was enormous,” Johansson added. “To deploy the Teleworker Solution to a thousand virtual employees almost all at once was overwhelming, to say the least, but we actually did it and the fruits of our labor are now being realized. After careful analysis we knew Mitel’s solution was the only one that could do the job. Its solution was truly plug and play, making it easy for any remote user.”

“The Mitel Teleworker Solution and UC Advanced applications have enabled us to interact with our employees, monitor their progress, and maintain cohesive communications. Integration with US Advanced gives us and our employees a virtual and visual presence and availability at all times, and it even allowed us to dramatically reduce our real estate costs.”

– Lauren Johansson, Manager of
IP Telephony Services, MedQuist

The Results

Since deployment, MedQuist has grown from a 100-seat contact center to 300 seats, and they're still growing. They began the process with 50 teleworker agents, but now there are over 1,000—with plans to deploy another 500 over the next year or so. There used to be more than 150 published numbers for customers to call MedQuist. That number has been reduced to only 15 today. Also, there is a nationwide IP-based ACD reporting package and MedQuist enjoys a single integrated service and support panel.

MedQuist is now able to focus on its core business without the worry of expensive and unreliable communications. They're growing at a solid pace, yet they're holding the line on overall costs. “This solution has proven that it was the best decision for MedQuist and was clearly the right way to go,” said Johansson.

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MEDQUIST, INC

Global Headquarters	U.S.	EMEA	CALA	Asia Pacific
Tel: +1(613) 592-2122 Fax: +1(613) 592-4784	Tel: +1(480) 961-9000 Fax: +1(480) 961-1370	Tel: +44(0)1291-430000 Fax: +44(0)1291-430400	Tel: +1(613) 592-2122 Fax: +1(613) 592-7825	Tel: +852 2508 9780 Fax: +852 2508 9232

www.mitel.com

For more information on our worldwide office locations, visit our website at www.mitel.com/offices

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