

Quest is ensuring Sun Mar Healthcare never loses touch with the outside world.

TONI GUTIERREZ, DIRECTOR OF INFORMATION TECHNOLOGY AT SUN MAR HEALTHCARE, says it is essential that the communication systems at all 38 of the company's care facilities are fully operational at all times. She says that by working with **Quest's Unified Communications and Carrier Solutions**, she can promise her patients and their families that they will never lose touch with the outside world.

Approximately five years ago, Sun Mar Healthcare received support from another vendor for its telecommunications needs. The level of service simply did not meet its expectations. As

a result, Sun Mar engaged Quest in hopes of receiving the service necessary for their organization.

"In the skilled nursing home industry, we're there to save people's lives," Gutierrez says. "So, when our telephones aren't working or our Internet is down, immediate action must be taken. Our facilities have to be in constant contact with hospitals, doctors, and families, so the combination of our phones and Internet is desperately needed 24/7."



Toni Gutierrez, Director of Information Technology, Sun Mar Healthcare

Of course, unpredictable situations arise. Gutierrez recalls a challenging moment when she learned that the entire phone system in one of Sun Mar's buildings had crashed. After immediately implementing a call-forwarding protocol that utilizes on-site mobile phones, Gutierrez called **Quest**. She says the core system components that disabled the phone system were replaced within 48 hours.

Gutierrez says she has experienced this level of service since she first turned to Quest for help nearly five years ago.



Sun Mar Healthcare

"Their response time is great," she explains. "If something isn't urgent, I'll simply open a ticket, but if I have to make a phone call, I usually hear back within 30 or 40 minutes. And when it comes to **IT products and parts**, they seem to have a lot of things already in place or have connections to get parts that would normally not be readily available."

Being in the healthcare industry, it is imperative for Sun Mar to be able to communicate with patients and their families at all times. Quest's Technical Support and Project Management teams are able to identify and solve their challenging technical issues. Quest also provides Sun Mar customized programming and support 24 hours a day, 7 days a week. Quest is able to accommodate Sun Mar's immediate needs by maintaining replacement equipment at each of their sites. Quest collaboratively works with Sun Mar to add new locations and expand existing locations. They also coordinate with Sun Mar's vendors on voice and data upgrade projects.

Antonia Frazier, Sun Mar's Account Manager at Quest, says, "Sun Mar Healthcare is a dynamic business with a specific set of needs. At Quest, our number one priority is to provide a high level of service to the entire Sun Mar account. We achieve this with our team of project coordinators, technical engineers, and support staff who intimately know Sun Mar's needs."

Gutierrez says she is pleased she decided to leave the provider she inherited and create a trusted relationship with Quest.

"I did some research and learned they were a customer-first kind of company, and it has been like night and day. The bottom line is that Quest understands our urgency. So, it's great working with them."

Toni Gutierrez
Director of Information Technology, Sun Mar Healthcare

5 Considerations Before Selecting a Unified Communications Platform



TIM BURKE | President and CEO

COMMUNICATION WITH CUSTOMERS, CLIENTS, COLLEAGUES, AND VENDORS IS THE LIFEBLOOD OF MOST ORGANIZATIONS. When there is an outage in your communication system, acute problems may occur. Today, many IT professionals and business leaders are finding that the best way to build reliability and flexibility into their phone systems is to bundle key business collaboration tools into one unified communications platform. This often involves Unified Communications as a Service (UCaaS). I would like to take just a few minutes to share some ideas about how to select a unified communications platform.

1 Cloud-based communication services are extremely reliable

Reliability is the most important quality in any good office telephone system. In the new business environment, that's truer than ever, so many organizations are turning to cloud-based communication services.

In the event of a power outage or natural disaster, UCaaS allows you to immediately transfer from a failed telephone system to a redundant system via a process known as failover. This avoids disruption completely. There can be occasions when a telephone system completely crashes and you don't even know there's a problem because it has already been fixed.

2 Unified Communications as a Service can help you scale

With UCaaS, your phone system can be built to match your company's ever-changing requirements. **Without having to invest in expensive equipment** that needs to be configured and maintained, you can expand your workforce and keep them connected. UCaaS can help organizations of any size scale, and downsizing a business telephone system in the cloud is easy because of its inherent flexibility.

3 Consider features that are right for your business right now

Many organizations have now integrated videoconferencing into their communication platforms. The best **cloud-based communication service providers** make that easy and allow you to hold virtual meetings without worrying that your screen will suddenly be filled with a bunch of frozen faces.

Virtual communications systems also make it easy to integrate chat/SMS, email, caller ID, and even automated attendants into the unified platform. All of this can increase your efficiency dramatically and benefit your bottom line.

4 Find the right balance of features, reliability, and affordability

As we all know, cheap rarely means good, and it's not prudent to skimp on your company's phone system. If your system can fail several different ways but doesn't have contingencies for those failures, that system is probably less expensive. With a cloud-based system you have backups in multiple locations, so you do not experience those types of critical failures. That security alone is worth the price, and it's less than you may think.

5 Consider implementation and ongoing support

There is a huge payoff in choosing a **cloud and managed services provider** that offers a seamless implementation process to get your new system up and running quickly. You will also want to work with service providers with a clear track record of excellent customer support.

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Thank you for trusting us to help with your IT needs. **Contact us anytime, we're always happy to help.**