

When you can keep your mobile workforce connected and collaborating, you're ready.

Case study

See how One Talk helps a healthcare organization provide a flexible and reliable mobile workforce environment for caregivers.

For more than a century, a New England healthcare provider of home and hospice care has served millions of patients. As technology has changed the way healthcare is delivered, the company realized that in order to continue to provide high-quality services, it would have to transform its communications technology.

Thanks to the implementation of a new electronic medical record (EMR) system last year, approximately 80 percent of the company's workforce is fully mobile, meaning staff can spend more valuable face time with clients. But it also means employees need a reliable way to stay connected to the office, so they can stay in the loop on things like daily schedule changes.

For years, the company had been using a PBX system, which simply wasn't meeting the needs of its mobile workforce. The calls had poor voice quality, there were high maintenance costs and system management was complicated—all of which made it harder for mobile employees to stay connected and productive. The company began searching for a flexible, affordable and simple communications system that would provide the connectivity tools mobile employees need to do their jobs while tending to the needs of their clients. And the solution was One Talk.

One solution, many possibilities

The company decided to deploy a pilot program of One Talk across 25 lines, made up of 10 employees in a single location, along with 15 IT staff to see if the solution was a good fit. It didn't take long for the company to decide that One Talk was the best solution for its mobile workforce.

Among the features it liked best was the way One Talk made it possible to integrate existing equipment and solutions. Mobile workers could continue to use company-issued devices, and One Talk also integrated seamlessly with an existing contact center solution, Amazon Connect®, enhancing its benefits and adding mobility to customer service. The easy-to-use management portal was also a major plus.



The company's large IT staff was already familiar with Verizon My Business Account, as they had existing wireless devices with Verizon, which made it simple for them to manage One Talk installation after just a brief training on the portal. They were able to easily create extensions for each employee and set up call flows to help ensure calls get answered.

After a very successful pilot program, the company decided to roll out One Talk to all of its employees. Remote employees were given mobile devices and the office staff were given new desk phones, and it's been a smooth process.

Choosing One Talk was the right call.

Moving forward, the company is in the process of transitioning completely off its old communications system, and has already deployed One Talk out to more than 400 lines. The benefits of having One Talk are readily apparent.

One big benefit is that One Talk provides noticeably better voice quality with HD Voice, which makes for a better experience for both employees and clients. And because it's so reliable and easy to use, One Talk has improved mobility, collaboration and productivity among employees. For instance, thanks to the Hunt Group feature, if a patient has a question and tries to call a nurse but that nurse is busy, the call can be redirected to the next available person on the patient's care team. Not only does this create a better experience for the patient, but it helps better utilize employees' time.

On the management side, now only one person is needed to maintain the communications system, which frees up extra staff to focus on other IT priorities. One Talk's flexibility also makes it easy to add and relocate phones and devices as employees rotate through.

Finally, One Talk wasn't just good for the company's fully mobile employees. For those who still work in the office—or who do a hybrid of office and field work—the One Talk desk phone is so easy to use that employees simply take it home when they can't be in the office and connect to the internet to continue receiving calls.

One Talk has proven to be the communications solution the company needed to provide transformative care.

Why Verizon

We know that connecting your mobile workforce is critical to improving productivity and operational efficiency. With One Talk, you can easily connect multiple locations and offices to staff in the field, creating a simple and flexible communication network. Using one shared number and personal extensions makes reaching the right person easier than ever. With One Talk, we can help you get the most from your communication solutions.

Learn more:

To learn more about One Talk, contact your Verizon Wireless business specialist or visit onetalk.com

