



CUSTOMER EXPERIENCE



"Chesapeake shares a close partnership with us that goes much deeper than a business relationship. It's good to know they'll be with us every step of the way as we continue to expand to serve our growing community."

Chet Evans, CIO
Hospice of the Chesapeake

Customer Highlights

- Non-profit Hospice with 4 sites serving Central Maryland communities
- Tate Hospice House, Linthicum, MD
- Mandrin Inpatient Care Center, Harwood, MD
- Anne Arundel Administrative Office, Pasadena, MD
- Prince George's Administrative offices, Largo, MD

Solution Overview

- Unified Voice Network
- Toshiba CIX | IPedge Phone Systems
- 200 IP & Digital Phones
- 50 Agent Call Center
- TASKE Contact Center Reporting
- PRIs | SIP Trunking

Key Advantages

- Reliable Communications
- Investment Protection
- UC | VoIP Features
- Advanced Call Center Management
- Cost Savings
- 24x7 Local Support

Hospice of the Chesapeake

Compassionate Care

Serving Central Maryland, the Hospice of the Chesapeake supports families coping with a loved one's advanced illness. A community-based non-profit, the hospice provides comprehensive services – in-home and in-patient palliative care, individual and group counseling, spiritual care and continuing education – all offered regardless of a family's ability to pay. Chesapeake is deeply committed to the hospice's mission, proudly sponsoring its annual golf tournaments and fundraising efforts.

Growing with the Community

As demand for its services has grown, the hospice has continued to expand – adding regional care facilities and more recently, a new headquarters in Pasadena, MD. Chesapeake's team has engineered a dependable voice network to connect the hospice's multiple locations. Using proven Toshiba CIX and IPedge phone systems, every building is connected to the public network with either PRI service or SIP trunks. Battery backup systems provide additional peace of mind, keeping the phones ringing when the power fails.

Always Ready to Help

The hospice strives to promptly answer every incoming call for help, so flexible, reliable communications are essential. When patients and families are in need, it is critical that their care plan begin immediately. Chesapeake designed and installed a state-of-the-art call center in the new headquarters. Using a customized Automatic Call Distribution system, incoming calls are routed to the appropriate support teams. Equipped with TASKE Contact Center call management software, hospice administrators use supervision call monitoring and historical call reporting to help ensure that the 50 call agents provide consistent, caring family support.

Planning for the Future

From beginning to end, Chesapeake manages the project for each hospice site implementation. As new technology emerges that can reduce costs or support business continuity, Chesapeake will continue to ensure that the hospice is positioned to take full advantage. On the agenda – deploying more SIP trunks to support failover service and streamline Voice, Data, and Internet Access. Another plus, SIP offers significantly discounted calling rates. The monthly savings can be redeployed to provide more resources to care for our communities' families and their loved ones.

CALL TODAY!

800-787-4848 | 410-850-4848

CHESAPEAKETELEPHONE.COM