



CUSTOMER EXPERIENCE



"We've been very pleased with how CTS has responded to our communication challenges. They've come up with creative solutions that helped us keep our existing equipment and integrate it with the new technology we wanted. Josh, our CTS engineer, has been a great resource for us too!"

Bob Savary
Telecom Director

Customer Highlights

- Business Process Outsourcing
- Healthcare Reimbursement Specialists
- Supports Clients Nationwide

Solution Overview

- Toshiba CIX phone systems
- Gainesville, VA 200 phones
- Boca Raton, FL 175 phone
- Unified Messaging Call Server
- Fiber Infrastructure
- Integrated Voice Mail Network
- Priority 1 Support

Key Advantages

- Single point of contact
- Consistent service levels
- National Account support
- Disaster Recovery plan
- Company-wide voice mail
- Unified Messaging
- Cost Savings



Convergent Revenue Cycle Management

Keeping hospitals financially healthy

Convergent combines healthcare industry legal expertise, claims management, and technology to assist hospitals in resolving complex reimbursement issues. They help recover the much needed revenue that keeps the doors open at the country's hospitals. Established in 1992, the successful firm continues its expansion nationwide. Today, Convergent depends on advanced telecom and its data network to provide professional services to a growing client base.

Simplified procurements. Better service.

With large, distributed operations centers nationwide to manage, Convergent was looking for a local technology partner and Toshiba vendor that could not only handle all their locations, but one they could count on. Chesapeake stepped up to the plate, solving the firm's service problems with a proven national accounts program and consistent, high quality customer support and account management.

Nationwide messaging

Chesapeake's engineers worked with Convergent to network the four standalone Strategy voice mail systems into a unified network that enables Convergent staff to share messages between offices, and send broadcast voicemails across the entire company. An enterprise-level Unified Messaging Call Server is connected by an MPLS data network that links all Convergent offices. Future enhancements include a uniform 4-digit dialing plan between offices.

Full service partnership

Convergent continues to succeed in the healthcare marketplace, and Chesapeake's role as a full service partner helps keep Convergent clients, staff and departments well connected – and well positioned for healthy growth.

CALL TODAY!

800-787-4848 | 410-850-4848

CHESAPEAKETELEPHONE.COM