

Univago

Healthcare IT Company Expands Video Connection to Interoperate with Skype for Business



INDUSTRY

Healthcare Information Technology

CUSTOMER SIZE

850+ Employees

REGION

North America — US

REQUIREMENTS

A leading Healthcare Information Technology company was struggling with their existing video service provider of the past 3 years. These struggles were leading to a decrease in their effectiveness to provide their users with an efficient telemedicine solution. A Telemedicine solution typically offers profound convenience and a personalized healthcare experience to patients regardless of location. So, the customer needed to replace their existing service in order to effectively help their customers connect emergency responders with medical specialists for consults and eliminate the need to travel. The customer's UC&C solution needed to include Video Managed Services, Bridging Services/Cloud, VMRs and interoperability with Microsoft Lync and Skype for Business.

SOLUTION

The customer deployed new video end points, in conference rooms designed, installed and managed by Yorktel. They replaced their existing VMR solution with a Univago concurrent port model that includes unlimited URooms (VMRs) so that the entire organization could be provisioned with a URoom if needed. The Univago Enterprise Gateway service was added to enable communication between the customer's existing room systems and their Microsoft Skype for Business users.

PRODUCTS & SERVICES USED

- Univago URooms (Concurrent Port, Unlimited Use VMRs)
- Univago Enterprise Gateway Service
- Design, Installation and Maintenance
- Media Services
- Video Managed Services

BENEFITS

With Univago, the customer now has a stable and reliable video collaboration solution that is purpose built for flexibility, ease of use and scalability. Unlimited URooms can be created by the customer's admin user to help make sure that everyone in their organization is able to use and benefit from the new collaboration tools. With Univago Enterprise Gateway, the customer can now conduct meetings seamlessly between their room systems and all of their remote Microsoft Skype for Business users. The gateway services also facilitate better communication with any external users that may be using systems of different protocols. Yorktel's Managed Services assure their equipment is ready and available, minimizing idle time and increasing the efficiency of the customer's life critical telemedicine solutions.

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