

Phone System Transition Project Management

VIP

VIP SOLUTIONS CASE STUDY

BACKGROUND

A healthcare staffing company needed project management support to coordinate the transition from an on-premises non-VOIP phone system to a cloud-based system that included reporting analytics.

OBJECTIVES



Review current state and design future state of the new VOIP phone system



Identify reporting deliverables and potential peak load on the company's internet service providers to determine if more bandwidth is necessary



Prepare and receive signoff from all coordinated parties on the overall project plan.

SOLUTIONS



Project managed the project plan to ensure milestones were completed on time, provided the



Mapped call groups to new system



Worked closely with system engineers to ensure quality (no packet loss) and reliability (up time)



Provided new system training

**Healthcare
Staffing
INDUSTRY**

**200
EMPLOYEES**

**\$150M
ANNUAL
REVENUE**

**Successfully
TRANSITIONED ON-PREMISES PHONE SYSTEM TO
CLOUD-BASED SYSTEM**