

SOUND OXYGEN SERVICE IMPROVES CLIENT SERVICE

WITH COMCAST BUSINESS

SITUATION

- Largest independent provider of respiratory equipment in Washington
- 12 offices, 100 employees, 6,000 patients

CHALLENGE

- Fast growing business
- Using array of vendors for voice and Internet across its 12 locations
- Slow Internet speeds unable to meet network demands

SOLUTION

- Comcast Business VoiceEdge™
- Comcast Business Ethernet Dedicated Internet

RESULTS

- Cloud-based voice service
- Reliable 100 Mbps Internet service
- Increased operational efficiencies
- Improved client service

SEATTLE-BASED HOME MEDICAL EQUIPMENT PROVIDER STREAMLINES COMMUNICATION BETWEEN ITS OFFICES WITH COMCAST BUSINESS VOICE EDGE™ AND ETHERNET DEDICATED INTERNET

INDEPENDENT MEDICAL EQUIPMENT COMPANY HELPS ITS PATIENTS SLEEP, BREATHE AND LIVE BETTER

Founded in 2003, and headquartered in Seattle, Sound Oxygen Service is the largest independently owned provider of respiratory equipment in the state of Washington. With 12 offices and 100 employees, the organization provides ventilators, oxygen equipment, CPAP and BiPAP machines for sleep apnea, as well as 24x7 on-call service, to more than 6,000 respiratory care patients across the state.

Sound Oxygen Service has grown rapidly in recent years, quickly expanding from two locations to 12 due to increased demand for home healthcare equipment and dramatically increasing its revenue.

RAPID COMPANY GROWTH REQUIRES MORE ROBUST VOICE AND INTERNET SOLUTION

Like many small businesses, Sound Oxygen Service experienced growing pains as a result of its rapid growth. The company's offices were scattered throughout the state, and it relied on different regional vendors for its voice and Internet services. As Sound Oxygen Service continued to expand, it became frustrating to manage multiple service providers. For example, when there was a service issue, it was difficult to determine which vendor to call. The company was running on legacy T1 lines at speeds of 1.5 megabits per second (Mbps), which were getting choked by increased network demands as more employees joined the company, sending more data.

Sound Oxygen Service needed a more robust solution that would enable it to efficiently process orders, handle large amounts of data, and communicate with patients and fellow employees in a timely matter.

"We had three different Internet vendors and six different phone vendors. Our systems couldn't talk to each other. We couldn't transfer calls to each other. And we weren't providing excellent service as a result," said Mike Lorenz, CEO of Sound Oxygen Service.

“We provide medical equipment that is crucial for many of our patients – and must be delivered in a timely manner. With Comcast Business, we are already able to communicate more effectively with each other and better serve our customers.”

Mike Lorenz
CEO
Sound Oxygen Service

COMCAST BUSINESS PROVIDES STATE-OF-THE-ART VOICE AND INTERNET SOLUTION

Sound Oxygen Service wanted to standardize on a company-wide voice and Internet solution that could provide dependable service. The company assessed its existing vendors, as well as new service providers, in its footprint. When it came to offering the speed, capacity and reliability they were looking for, “Comcast Business was the clear winner,” explained Lorenz.

The respiratory equipment provider selected Comcast Business VoiceEdge, a cloud-based telephony and unified communications solution, to provide voice services in four of its locations, as well as in the homes of four of its telecommuting employees. Business VoiceEdge features, such as call forwarding, ensure that calls to the office are sent to a mobile or other phone when necessary. And an innovative mobile app lets employees make calls from their mobile phones using their VoiceEdge business number, just as if they are in the office. For Sound Oxygen Service, Business VoiceEdge also provides a central auto attendant for the entire company and lets the company distribute customer calls between branches to increase response time, ensure connectivity from office to office, and streamline communication to better service its customers. Further, Business VoiceEdge provides a dedicated line for voice so it doesn’t compete with the company’s Internet bandwidth, it is completely scalable, and it helps keep costs down because there’s no hardware investment.

Comcast Business also deployed a 100 Mbps Ethernet Dedicated Internet connection at each of the Business VoiceEdge offices, which helped the company transition to additional cloud services like Office 365 which allow instant communication and collaboration between remote offices. With a high-performance dedicated Ethernet connection, Sound Oxygen System’s employees can now share documents and data with the confidence that they will reach their intended destination.

Today, Sound Oxygen Service’s records, billing systems, internal processes and procedures, and sales reporting all reside in the cloud. Even its customer portal is cloud-based. Now, all the information employees need is in one central location, which can be accessed simultaneously.

Added Lorenz: “We provide medical equipment that is crucial for many of our patients – and must be delivered in a timely manner. With Comcast Business, we are already able to communicate more effectively with each other and better serve our customers.”