

Serving the Danbury area for more than 30 years, Connecticut Eye Consultants (formerly Danbury Eye Physicians & Surgeons) is a comprehensive ophthalmology and optometry practice committed to providing a superior level of eye care in a welcoming environment.

Allied Communications Provides Key Analytics to Optimize Patient Care

Insight into Patient Care

- ✓ Advanced analytics

Through a robust call center, CT Eye Consultants can staff accordingly to provide the highest level of patient care.

New System, Less Money

- ✓ Avaya Call Center
- ✓ Avaya IP Office

20% Savings over 10 years with brand new equipment

SIP Trunks

- ✓ Enhanced disaster Recovery
- ✓ Replaced existing PRI's with SIP Trunks to support 3 locations

About this Project

After being introduced to CT Eye Consultants by their current MSP, we conducted a quick review of their ISP bills and discovered that they were over-spending on carrier services, which is always the quickest way to save costs.

Due to their high volume and advanced routing, we recommended that a call center would better serve them. We were able to replace their current system with premise-based **Avaya IP Office** coupled with ACR (Avaya Call Reporting) which offered full call reporting and recording for the entire system and advanced analytics which helped ensure they were staffed accordingly and deliver the best service for their patients.

By working with their MSP, we utilized their current infrastructure to implement their multiple locations seamlessly with SIP trunking and local survivability.



Solutions Provided

- Avaya IP Office
- SIP Trunking
- Disaster Recovery
- Call Center



"We were introduced to Allied Communications because we were in need of phone system refresh, they were able to listen to our needs and develop a solution that works best for our business which included a premise based Avaya system with full call center capabilities to give our team insight. Allied was also able to review all of our carrier services and cut costs while providing brand new equipment. From start to finish, the Allied Team was available to answer any questions and ensure a smooth installation process. The support from Allied has been impeccable. Jon is always available to help with any issues no matter how small. We are a large medical office where phone calls are our lifeline to our patients. They offer excellent customer service. We've been very happy with the new phone system and with the vendor. Our phones have never worked better."

Dr. Matthew Paul

