

# Case Study Education Management Corporation

Education Management Corporation (EDMC) is one of the largest providers of post-secondary education in North America. They'd been using an on-site call accounting system that covered 30 of their 81 locations. Their problem with it was two-fold: 1) it was too costly and time-consuming to administer—even though less than 40% of their sites were tied into the system, and 2) the system couldn't generate the custom reports that their users needed.

To demonstrate the benefits of our TotalHost Call Accounting system, Comview offered to do a free, six-month trial at a single site. For the trial,

we designed the exact reports they needed. The trial went well enough that we were invited to bid on 15 new locations. We won the bid, and while we were in the process of installing on those 15 sites, we were given the contract for another 45 locations. Because the lease on their old collection equipment was about to expire, Comview had less than 60 days to get all 60 sites operational.

EDMC is using the real-time version of our system. We continually collect and process data in real time, and calls

are available for query within five seconds of the end of the call. Every morning, we generate individual reports on the previous day's activity to every location. Custom reports are also generated weekly and monthly for their regional and corporate offices. These reports include exactly the information they need, along with a floating cut-off date each month—all at no additional cost.

"Comview was very easy to work with," says Derek Fink, EDMC's Assistant Vice President of Networks and Communications. "They were extremely thorough, and always available when I needed them. We had some demanding requirements, and not only were they flexible in meeting those requirements, they were also very proactive—meeting our needs before we even had to ask. Comview delivered a completely turnkey system that immediately took stress off our internal resources. Even though the Comview system handles more than twice as many sites as the old system, we've been able to cut staff resources. In fact, the TotalHost system freed up one complete FTE to do other things. The truth is, I deal with a lot of service providers and Comview is one of the most responsive and easiest to work with."

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Assistant Vice President  
of Networks and Communications

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