



Heartland Health

Heartland Health is an integrated health delivery system which includes a medical center, physician practices, foundation and a health plan. Founded in St. Joseph in 1984, they seek to improve the health of area individuals and communities and provide the right care at the right time with outcomes second-to-none. Commitment to this mission has enabled them to become a leader in a 21-county area of northwest Missouri, northeast Kansas and southeast Nebraska. Providing exceptional care and service in an honest, respectful, trustworthy and caring manner is simply the way Heartland operates.

"We have recently implemented the system and have been pleased with the smooth transition and ease of use," said Kevin Cagg, Team Leader Biomed / Technology Services for Heartland Health.

Heartland relies on their Call Accounting/Usage Management system to monitor employee productivity, provide monthly reports to their departments, and billing to physicians who use Heartland Telephony services. Like many companies, they did not have time to manage the system. To complicate matters further, accuracy of reports and costing were suspect, and the telecom department lost credibility in not being able to deliver accurate information regarding telephony usage.

Additionally, whenever Heartland needed assistance with building custom rates, custom reports, PBX data formatting changes, training or corporate database/hierarchy changes, they were told by their vendor that none of these items were covered by the maintenance contract and would require an additional fee.

Heartland chose to take control of the situation. At the recommendation of their PBX supplier, Siemens Communications, they purchased Comview's Total Host with Real Time collection and processing which includes:

- Hosting of customer-owned server and software in a secure data center.
- Unlimited training and software upgrades.
- PBX data formatting.
- Custom report design.
- SQL and server administration.
- Nightly backups with offsite storage.
- Data archive and retrieval service.

After installation and training, Heartland is able to provide reports and charge-backs knowing that the data is always available and accurate. They are able to focus on other job responsibilities knowing that Comview is on the job 24/7 to make sure the system works, and are experiencing accurate usage reports and costing, significant reduction in time spent managing the system and improved credibility. Visit www.comview.com or call 631-935-1900 for more information.