

CASE STUDY

Advancing Our Health

Orbit Medical Response is based in Salt Lake City, Utah, and specializes in the distribution of Durable Medical Equipment. Orbit Medical also provides power wheelchairs, manual wheelchairs, mobility aids, in-home oxygen, and sleep therapy products. Orbit is currently ranked among the top 5 in the Nation for providers of motorized wheelchairs. Each year, Orbit Medical helps thousands of people regain their independence through their in-home medical solutions.



Creating harmony with medical technology and personal interaction, the US health care industry provides jobs for more than 15 million people in over a half million organizations. The industry continues intrepid growth in the wake of an aging US population. In-home health care programs and products are becoming increasingly popular as cost containment continues to shape the industry. In addition, advances in information technology have vastly improved patient care and worker efficiency. Devices such as hand-help computers and mobile telecommunications devices eliminate the need for paper records.



At a Glance

Orbit Medical provides in-home medical equipment and services to improve their clients' quality of life and allow access to emergency medical help 24/7. Through state of the art, 2-way communicators, Orbit's trained staff immediately notify local medical responders in emergencies. Orbit is an organization that treats its employees and customers correctly, while maintaining high ethical standards.



TO YOUR HEALTH

Tayler works with Orbit Medical Response, a division of Orbit Medical delivering in-home emergency alert solutions to clients nationwide.

Tayler understands the need for prompt and effective customer service in his business. Working in the health care industry has honed Tayler's sense of how to truly care for the needs of his clients.

"We are dedicated to providing the highest level of service, and believe that customers always come first," says Tayler. "We strive to work safer, faster, and more efficiently through the use of technology, motivation, and individual responsibility."

Tayler's attention and responsibility to his customer's needs forces a discipline on both the selection of employees and technology for Orbit Medical Response. Great care must be taken in these choices to protect and ensure Orbit's clients receive the best in customer service.

Orbit's main method of communication with clients is its telecommunications system. Their system must be reliable, flexible, and able to adapt easily to the organization's needs.

Without the ability to respond quickly to their clients, Tayler knew Orbit Medical Response would not be able to operate profitably in the health care industry.

JIVE DELIVERS QUALITY SERVICE

Tayler selected Jive Communications to provide Hosted VoIP to Orbit Medical Response. One of the major factors in his decision was the high-touch service he received during his selection process.

Tayler was able to quickly discern the priority which Jive places on customer service through his interactions with Jive employees on several levels.

"Jive has been absolutely wonderful. Their great prices and quality service is hard to beat," says Tayler. "Our Jive representative has been nothing but the greatest help for us."

Tayler believes Jive's level of responsiveness to client's needs matches his own.

Jive is ranked number one in customer satisfaction according to several independent online review source that track the Hosted VoIP industry. Tayler is constantly impressed with Jive's ability to fulfill his orders promptly.

"We are constantly ordering new phones and it's almost as if they are shipped the second we call. They are so quick, and Jive makes it so we are up and running 5 minutes out of the box."

Jive Communications preconfigures all the hardware it ships to clients for plug and play installation. Jive devices simply plug into the existing client network, and are immediately available for use.