

## Physician One Urgent Care improves customer access with OfficeSuite® UC from Windstream Enterprise

Physician One Urgent Care, an urgent care provider with 17 centers in Connecticut, Massachusetts, and New York, was struggling with adding new facilities to their existing premise based system. According to Mayara Miranda, Physician One IT system analyst “we were looking for a system that was easily scalable, had the ability to quickly reroute calls, and increased our mobility by being user-centric vs. device-centric”.

They turned to Infinite Technology Consulting (ITC) for help who recommended OfficeSuite® UC to Physician One as a solution that could replace their outdated legacy system, and provide a cost-effective solution that could grow with them as their needs changed.

“OfficeSuite UC delivered all the functionality Physician One was looking for,” says Sean Kelly, ITC founder and chief executive officer. “We were able to quickly add more than 200 agent seats, and the hosted system allows Physician One to easily add new sites, manage all locations via a ‘single pane of glass’ and quickly re-route calls to back-up facilities as call demands change.”

According to the Urgent Care Association of America, the industry is expected to grow on average by 6% in 2018 with many of the larger companies growing at double-digit rates. With OfficeSuite® UC, Physician One can rest easy knowing that they can quickly scale as their business continues to expand and focus more of their time and energy on providing exceptional experiences to their patients.

*“We value our partnership with ITC and by extension their relationship with customers like Physician One. Our focus is to understand our partners and their customer’s business needs and ensure that we can deliver solutions like OfficeSuite® UC to help them both achieve success.”*

Curt Allen, Senior Vice President of Channel, Windstream Enterprise

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