



Chain Pharmacy Moves From One IVR in Every Store to a Central SmartCall 7 Enterprise IVR

Case Study

Intermountain Healthcare is an internationally recognized, nonprofit system of 22 hospitals with 25 pharmacies, a Medical Group with more than 185 physician clinics, and an affiliated health insurance Company, SelectHealth. Their 33,000 employees serve patients and plan members in both urban and rural communities of Utah and southeastern Idaho. Intermountain decided to switch from a distributed IVR architecture consisting of one IVR in every store, to a single central IVR at their corporate data center hosted in a virtual machine environment and supporting VoIP technology. To provide the best patient service level, Intermountain wanted to maintain each pharmacy's local phone number which patients were accustomed to using. They also wanted to offer their patients new options such as Mail Order and Delivery services. After comparing solutions from Ateb and Voicetech, they chose Smart Solutions. According to Darryl Wagner, Manager of Community Pharmacies, "Smart was competitively priced, and able to accommodate our custom needs without excessive costs, especially related to central fill. The fact that we could also add Smart Solutions Web (SmartWeb) and Mobile (SmartMobile) Applications to create an integrated solution was a bonus."

Immediate Pharmacy Benefits

"Having to support IVRs at 25 different pharmacies can be a bit burdensome on your IT staff. For

Customer: Intermountain Healthcare

<http://intermountainhealthcare.org>

Challenge: Streamline IVR Infrastructure and take advantage of VOIP Technology

Solution: Install a SmartCall 7 Enterprise IVR System

Benefits: Reduced IVR support costs, reduced telecom costs, and decreased pharmacy interruptions

example, if you want to adjust your hours during Holidays or perhaps change prompts, you must log into each IVR." Intermountain Healthcare now has one IVR expert instead of multiple. With the creation of a Call Center, all calls from all 25 pharmacies now hit one place, and the Patient doesn't know the difference. If for some reason the Patient needs to speak to a local person in the Pharmacy, the call is simply transferred back. According to Darryl, "our Staff is now able to focus more on Patient's special needs in the pharmacy, without as many telephone interruptions."

The SmartCall 7 Enterprise IVR includes a central management tool which allows you to make configuration changes to each pharmacy's settings via one central administration tool. There is no need to log into each individual pharmacy IVR.

Because the IVR needed to be tightly integrated with Intermountain Healthcare's existing IT and Telcom infrastructure, Smart Solutions worked closely with other vendors and service providers such as Avaya, Mckesson, Adtran and WindStream to provide a complete and compatible end-to-end solution which leveraged ongoing initiatives such as migration to virtualized servers and an Enterprise VoIP rollout.

Darryl commented, "The SmartCall 7 Enterprise IVR was 20-25% less than competitor's offers, and the support is incredible. We can call them 24/7 and

are always guaranteed an extremely quick response. We required a lot of customization, and Smart would not stop until they found a solution for each of our needs.”

About Smart Solutions & the SmartCall Enterprise IVR

Smart Solutions, Inc. is an aggressive, results oriented company located in Salt Lake City, Utah. Our corporate philosophy is one of providing quality products with real value and reliability that can be counted on to provide customer satisfaction for years. Our service philosophy is one of providing free software upgrades and 24 hour service support, 7 days per week. We are not satisfied unless our customers are satisfied. Our customers range from some of the largest chain stores and some of the most recognized hospital institutions in the healthcare industry to mail order and independent pharmacy owners.

Smart has vast experience in the pharmacy environment with over 4,000 SmartCall IVR systems and over 3,000 SmartCheck "workflow" systems in North America and Canada. Smart also provides Internet refills to enable high tech users to order refills through the pharmacy website.

Key Features of the SmartCall Enterprise IVR Include

- Caller Bypass – Recognizes your “special” callers via Caller ID, and allows them to bypass the IVR and speak to someone directly
- Visual Voice Mail – Listen to your voice messages by clicking an icon on your computer
- Free Software Upgrades
- Free Status Check
- Pre-Programmed Holidays which change year to year
- 24 X 7 support
- 5 year 100% warranty
- System reports
- VOIP & Virtual Machine Support
- Flexible Prescription Pick up Scheduling
- 3 months of free support
- Central Fill, Mail Order, and Delivery support

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