



“I felt that the engineering services that we received were excellent. integraONE delivered on their promises and we were provided personalized support from the engineering staff throughout the project. We absolutely achieved our goals.”

**Allison Weller
Network Manager
Good Shepherd Rehabilitation**

**Good Shepherd
Rehabilitation Network
Improves Customer Service
with help from integraONE**



Good Shepherd Rehabilitation Network was founded as a home for people with disabilities in 1908 by Reverend John Raker in Allentown, PA. Today, Good Shepherd provides comprehensive rehabilitation services at 30 locations throughout eight Eastern Pennsylvania counties.

A nationally recognized rehabilitation leader, Good Shepherd offers a continuum of care for people with injuries, complex medical needs, and physical and/or cognitive disabilities.

Each year, more than 60,000 adults and children come to Good Shepherd to receive care through specialized programs for stroke, orthopedic and sports injuries, brain injury, spinal cord injury, amputations and more.

Technology Need

In 2015, an internal process improvement committee identified the need to improve overall customer satisfaction as it related to initial customer contact. The committee identified one limiting factor as our current phone system and the lack of information we are able to obtain from those systems.

Good Shepherd’s Network Manager, Allison Weller, suggested that one way to improve customer service across the network would be to replace their two existing phone systems (PBX and Cisco Call Manager) with a single, modern communication platform.

With a single phone system like Cisco’s Unified Communications Manager, they could not only improve customer service across the network for those calling into Good Shepherd’s 30 locations but take advantage of some of the solution’s other tools like customer service management and build on Cisco’s suite of collaboration technologies.



Good Shepherd Rehabilitation Case Study



The Solution - Cisco's Unified Communications Manager

Weller conducted some research on area technology solution providers and interviewed both integraONE and another vendor. Ian Swisher, Healthcare Account Manager, integraONE met with Allison. "I knew our team could help Good Shepherd achieve their goal of creating a single, more efficient and functional phone system to improve customer satisfaction. Our engineers have completed many successful projects of this size and I was confident that Good Shepherd would be pleased with our work and our great team of engineers," said Swisher.

Weller chose integraONE, a Cisco Premier partner, for the project and the process got underway. integraONE engineers had an initial discovery meeting with the Good Shepherd team to discuss the specific requirements for the new streamlined system. After the discovery meeting, integraONE prepared a detailed scope of work document as well as a pricing quote which was subsequently approved by Good Shepherd. At this point the project management and engineering teams began the project implementation process which would take approximately six to seven months.

Ongoing Support and Communication

The implementation process was continuous during the six to seven months as hundreds of phones needed to be upgraded or replaced throughout the network. integraONE project management staff and engineers regularly traveled to Good Shepherd to work onsite. Weekly meetings with Good Shepherd's IT team insured that the process was kept on track, task lists were created to maintain progress, and the new system was personalized to the varying needs throughout the network.

"They were very attentive to our needs throughout the entire process," Weller noted. "Our integraONE sales rep was there throughout the entire process not just for the sales portion. Everything from the sales perspective, project management, and engineering was great. If I were to highlight anything as exceptional though, it would be the engineering services. And really, to me, that's what it's all about."

A Successful Outcome

Good Shepherd is now fully migrated to one robust phone system to handle hundreds of calls across their entire network of 30 locations each day. "While there were some growing pains with something new, I think there's been overall acceptance of the new phones," says Weller. "And, from an IT perspective, we've gone down to one system to manage."

When asked about the overall impact of this project for her organization, Weller explains, "this upgrade has now poised us to have the ability to collaborate with some of our other technology investments in the future."

