

Aspirus Health onboards new regions in minutes not days.



9

NUMBER OF HOSPITALS PROVISIONED

35

NUMBER OF CLINICS PROVISIONED

2

NUMBER OF DAYS NEEDED

Situation

After seeing SMACS provisioning software easily handle Call Center and Agent Management at a Cisco Live event, Aspirus added Stack8 to their shortlist along with Akkadian, Cisco, and others.

Goals

The UC team at Aspirus needed an easier way to onboard new hospitals and clinics (MACDs). In particular, they needed a better tool for managing countless blocks of phone numbers and extensions spread across many regions in two states (DIDs).

Challenges

Onboarding a new hospital was taking two to three weeks and two to three engineers and managing DIDs in Microsoft Excel was proving more and more challenging as new regions were added.

Solution

Stack8 was able to setup SMACS provisioning software and stand up the initial 1,100 employees, 9 hospitals, and 35 clinics within two days. With SMACS, one engineer can now provision a new hospital in under 45 minutes. And with its intuitive DID manager, phone tools, and Unified FX setup, SMACS made moving off Microsoft Excel a breeze.



"It was the easiest build of our lives. If you're motivated to upgrade your phone system, it won't take long."

Matt Neyrinck, Senior Unified Communications Engineer



Based in Wausau, Wisconsin, Aspirus is a non-profit, community-directed health system that serves communities through four hospitals in Upper Michigan and six hospitals in Wisconsin, including more than 50 clinics. They have over 8,700 employees.

UC System

- SMACS
- Cisco CUCM
- Cisco Jabber Softphone
- Cisco Webex

Results

- No more Excel to manage DIDs and dial plan
- Setting up softphone for remote workforce took minutes not hours
- Setting up Jabber for iPhone took seconds not hours
- Reporting more fluid and cleaner
- Deployed first 1100 remote workers in a single mouse click