

HPA Consulting Group, Inc.

Telecom, eBusiness & Technology Solutions

HPA Group Helps Our Customers Succeed



*Good Health . . .
We're In It Together !*

HPA Provides Outsourced Telecom Management Services

Business Situation

Finger Lakes Health (FLH) had been managing their telecommunications department by using a combination of internal and external resources for a number of years. They were constantly changing resources and did not have the time to invest in learning how to effectively manage telecommunications resources.

Action

HPA became the Telecom Manager for Finger Lakes Health. Today, if you look for the Telecom Manager in the Finger Lakes Health Organization Chart, that person is an HPA employee. Even though the person is an HPA employee this person handles all telecommunications issues as if the person was an employee of the Health Organization. Most employees don't even realize that the Telecom Manager is not an employee of Finger Lakes Health.

Results

Finger Lakes Health now has at its disposal the resources of a professional telecommunications organization. If the Telecom Manager assigned to FLH does not know the answer, someone at HPA does or can find out the answer. HPA has improved the processes associated with telecommunications to make them more cost effective and to improve customer service. In addition, HPA was able to save FLH in annual telecom costs more than the fee HPA charges for the outsourced telecom management service. A true win-win situation.

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