

*"The UniVoIP sales consultant was great and visited our office to really understand our challenges and our requirements - checking if our network was ready for the cloud."*

Laura Comp | Office Manager

## Summary

### Company Name

Comprehensive Dermatology Center of Pasadena, California

### Industry

Healthcare

### About

Comprehensive Dermatology of Pasadena, California offers a wide range of dermatological services: general dermatology, acne care, Botox, fillers, laser procedures, Mohs micrographic surgery and more.

## Comprehensive Dermatology Experiences a Flawless Set Up and a Solution That Addresses Their Customer Retention Dilemma

### Complete Dermatological Treatments and Services

Comprehensive Dermatology Center of Pasadena, California was founded in order to provide a complete array of dermatological treatments and services to the greater Pasadena area. Their doctors provide general dermatology, cosmetic and restorative treatments, skin cancer surgery, and non-surgical techniques in cosmetic dermatology.

### The Problem of an Outdated System

Due to their last phone system, Mitel CXi PBX, becoming increasingly more expensive to maintain and ongoing additional expenses associated with adding users rising exponentially, it was time to find a solution that reduced telecom costs.

Additionally, the practice only had 5 lines, whereby if a 6th person were to call, they would receive a busy tone. Comprehensive Dermatology Center of Pasadena, California needed a solution that all calls were answered as they came in.

### Customer Response Optimization and Lowered Telecom Costs

The practice chose UniVoIP. Now, adding users to the telephone system takes only a matter of minutes. With the on-line portal, Comprehensive Dermatology Center of Pasadena, California can add users as needed, at no cost and with a click of a button. Additionally, UniVoIP solved their "fast busy signal" problem and there is now no longer a busy tone for any calls coming in. With the Cloud based solution, all calls are answered by either a live person or an auto attendant.

### A Flawless & Disruption-Free One-Day Setup

Without changing the phones on the user's desks, UniVoIP quickly and successfully migrated the practice from Mitel PBX to a cloud based solution that had the practice entirely operational in under an hour. Our sales consultants oversaw that readiness had been achieved, making all necessary preparations before date of installation and performed a flawless migration to a cloud based solution.

*8:55am - Unplugging Ethernet cables from the PBX and plugging into a PoE switch*

*9:00am - Removing the PBX from the customer data rack*

*9:05am - Logging in each phone by entering extension and PIN code*

*"Every aspect of this project was professionally done...from sales with on-site assessment to installment and training." - Laura Comp, Office Manager*



COMPREHENSIVE  
DERMATOLOGY  
CENTER OF PASADENA