



Digital Communication for Modern Practice Teams

How a group practice revamped its availability, appointment scheduling, and data security

SAVECALL

Challenge: Overloaded switchboard, lack of digital organization, increasing demands for data protection & video consultations

SAVECALL Service: Consulting + implementation of Avaya Cloud Office with ACD, IVR, video calling, e-fax, and third-party integrations

Result: Centralized platform, structured appointment scheduling, GDPR-compliant communication with patients – & noticeable relief in daily operations



Less effort, more structure in daily practice operations

Efficient communication for modern practices.

An interdisciplinary group practice wanted to digitize its daily operations. With eight employees, a high patient volume, and a growing need for flexible communication, the existing phone system had reached its limits

– digital tools for scheduling appointments, office hours, and secure communication were lacking.

The goal: to simplify processes, improve accessibility, and bring patient communication up to a modern, data-protection-compliant standard.

Company objectives:

- Centralized switchboard with intelligent call distribution (ACD & IVR)
- Structured appointment scheduling across all staff members
- HD video calls for consultations with patients
- GDPR-compliant management of patient data & prescriptions
- Integration of medical specialty applications
- Platform for internal & external communication

The Challenge

An interdisciplinary group practice with 8 employees—including doctors, physical therapists, and medical staff—wanted to improve its daily operations. The existing phone system was overloaded and outdated. There was a lack of digital tools for efficient patient care. Unstructured processes, frequent media breaks, and growing administrative burdens characterized everyday life.

The goal was to consolidate all communication processes—without additional IT effort.



The solution: Avaya Cloud Office via SAVECALL

The practice received a modern communication communication platform that combines all core functions into a single system: telephony, calendar management, HD video calls, e-fax, digital patient records, and integration with third-party medical applications.

Workflows that previously ran across different systems were consolidated—appointment scheduling, consultations, and documentation now function faster, more securely, and with greater traceability.

The team works more efficiently, and patients experience a seamless process—both in person and online.

Technical implementation at a glance:

- UCaaS platform for telephony, messaging, video, and fax
- Intelligent call distribution (ACD) & voice menus (IVR)
- Calendar functions for scheduling
- HD video calls with optional recording
- Integration of patient data & medical tools
- GDPR-compliant communication
- Digital file management & e-prescription handling
- Central platform for all devices—including mobile

SAVECALL's services:

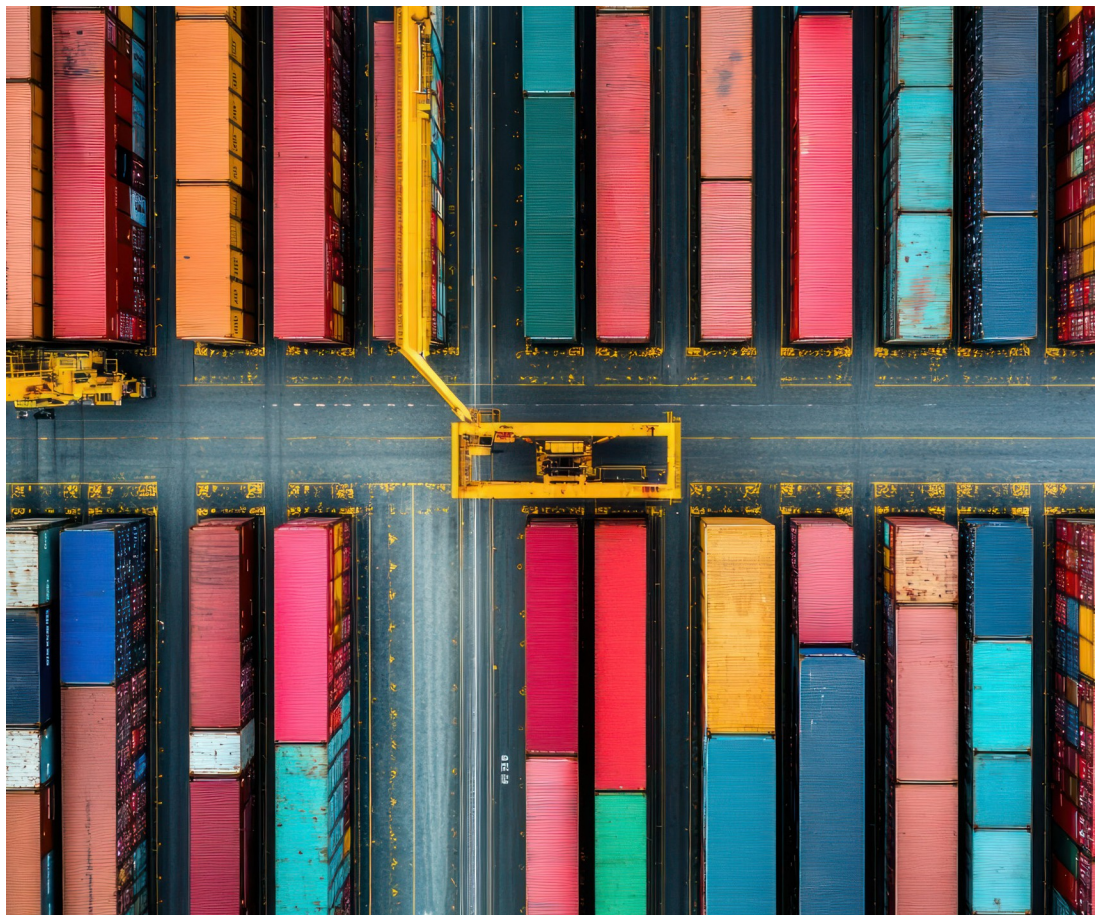
- Analysis of communication processes
- Selection & implementation of the Suitable solution
- Setup of ACD, IVR, video functions & e-fax
- Integration of existing medical applications
- Training the team in daily use
- Rollout support & technical support

Results and benefits

- Reduced workload at the front desk: Fewer calls, clearer processes
- Structured appointment scheduling: For all practitioners via a single platform
- Modern consultations: Secure, digital, in HD
- Transparent processes: All information is centralized and traceable
- Data security: High standards specifically for the healthcare sector
- Future-proof: Scalable platform for additional practices, new tools, or mobile work

Communication that takes the pressure off

Central UC platform for medical facilities with high coordination needs. Easy to use, secure, and mobile—for teams and patients.





Case in brief

Challenge: Overloaded switchboard, lack of digital organization, increasing demands for data protection & video consultations

SAVECALL Service: Consulting + implementation of Avaya Cloud Office with ACD, IVR, video calling, e-fax, and third-party integrations

Result: Centralized platform, structured appointment scheduling, GDPR-compliant communication with patients – & noticeable relief in daily operations

Inquiries



CA

About SAVECALL

SAVECALL is your independent consultant for telecommunications and network solutions. For 25 years, we have been optimizing infrastructures—scalable, efficient, and future-proof.

mySavecall provides a complete overview of contracts, invoices, and tickets—worldwide.

Trusted Sourcing Advisor. Sourcing that inspires.

