



CASE STUDY **HANGER, INC.**

Hanger turns to the cloud to empower human potential

Hanger, Inc.

Founded following the American Civil War, Hanger Inc. is the world's premier provider of orthotic and prosthetic (O&P) services and products, offering the most advanced prosthetics and orthotics, clinically differentiated programs, and unsurpassed customer service. With a mission to provide patients and customers with valued rehabilitative products and services in a caring and professional manner, the company employs more than 4,300 people distributed among corporate office locations and 750+ clinics throughout North America.

SITUATION OVERVIEW

- Needed comprehensive UC strategy to eliminate aging and expensive premises systems
- Experienced two failed VoIP trials, including vendor inability to integrate with key applications
- Cloud strategy phased in IP PBX, contact center, presence, video, analytics, and API integration for Hanger's "home grown" business applications

“ There are tons of advances in technology for businesses today,” said Walt Meffert, Hanger Chief Information Officer. “I want Hanger to be viewed not only as keeping up with our industry, but as a leader in our industry.”

“ What Fuze brought to us,” noted Meffert, “was the ability to roll out cloud communications services at a faster pace than we could have done in-house.”

Hanger sought to develop a strategic cloud UC strategy to replace its aging and expensive premises-based communications systems. Prior to meeting with Fuze, the company experienced two failed VoIP trials, with both providers unable to deliver high quality voice service along with the features and benefits Hanger required. In addition, neither of the two trial participants was able to integrate several Hanger-developed applications key to the company’s business.

Fuze developed a comprehensive UC strategy that from the start was designed to align with Hanger’s business priorities. The initial phase consisted of a cloud IP PBX voice implementation which met the immediate goals of consolidating separate systems under a single cloud communications umbrella as well as integrating internal applications that previously could not be combined.

“ WHENEVER I AM ASKED ABOUT THE TWO OR THREE COMPANIES THAT I HIGHLY RECOMMEND, FUZE IS ONE OF THEM.”
- WALT MEFFERT, CIO, HANGER, INC. -

Following the successful application integration work and fully-featured voice deployment, a complete cloud communications suite was delivered, including a contact center application for inbound and outbound customer communications; presence and instant messaging to enhance internal collaboration; video conferencing via a cost-effective video bridging infrastructure; and a powerful analytics capability to provide enhanced workforce visibility with an eye toward improving processes and response times to patient inquiries and issues.

With Fuze, Hanger was able to eliminate costly standalone systems, significantly reduce recurring service costs, and consolidate voice and data networks. The integrated cloud strategy also allowed the company to cost justify a new MPLS network.

“ I consider Fuze as a visionary solution for Hanger not only in our voice over IP services but in unified communications as a whole,” added Meffert. “In today’s world, it is all about being connected and being able to get back to patients and customers. Fuze allows Hanger to do this consistently and reliably.”



Packet Fusion

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Connecting the Dots to the Cloud