

St. Jansdal Hospital



Customer

St. Jansdal Hospital, The Netherlands

Industry

Healthcare

Challenges

- Provide better insight to call traffic in order to reduce call response times
- Ensure each doctor is reachable via one number over multiple locations
- Ensure no disruption to customer services during installation and training

Solution

- Business ConneCT
- Intensive training from NEC partner

Results

- Almost all the 10,000 callers per month are now assisted within 25 seconds each
- Agents have more insight into the busy periods and can adjust staffing levels accordingly
- Staff from different locations can now help with busy telephone reception periods
- Each doctor is reachable via one number over several locations
- Increased operational efficiency thanks to better management information and optimised staffing levels

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“The target is to help all callers within 25 seconds. This can only be done cost-effectively with Business ConneCT.”

Ton Luigjes

Manager, Multimedia Department

Challenges

St. Jansdal Hospital is a medium-sized regional hospital in Harderwijk, the Netherlands. It has 340 beds and receives about 10,000 calls per month from people requesting appointments. Most calls reach the employees via a special STD-number, and the rest via the operator. Importantly, Jansdal prides itself on its top-quality customer-friendliness, so it places great importance on answering customer calls quickly and efficiently.

“The switchboard that we purchased in 1996 was equipped with ACD (Automatic Call Distribution), but the management information possibilities have become much too limited,” says Ton Luigjes, Manager of the hospital’s multimedia department. “Also, we needed to expand or replace the switchboard for our DECT phones because we wanted to use VoIP.”

The hospital wanted VoIP for several reasons. “Some time ago we acquired an outpatient clinic in Dronten about 25 km away. The doctors who work in both locations wanted to be reachable with the same phone number irrespective of the location. Another important reason for VoIP was the ability to work more flexibly. The capacity of Harderwijk’s appointment desk could be increased by involving Dronten at busy periods. To prevent capacity problems, we sought a combination of VoIP and an application that offered good management information.”

Positive experiences with NEC products were an important reason why St. Jansdal Hospital chose an NEC product once again. “Unlike many other suppliers, you know that NEC has telephony know-how while other players are more focused on pure network technology,” says Luigjes.

Solution

NEC's partner recommended and installed Business ConneCT, offering the application as a sample kit with a four-month trial period. Business ConneCT provided for 18 call centre workstations, full management reporting, and IVR. At the start of the trial period staff focused on becoming familiar with the application. Intensive collaboration between the hospital staff and the NEC partner ensured a short, but highly effective training period. "Our dealer helped us immensely," says Luigjes. "We are now looking at how we can productively use more advanced services. We believe that Business ConneCT's reporting functions will help us to further improve our organisation's service mindedness."

Results

"Business ConneCT was so well received during the trial period that within weeks our agents did not want to go back to the old system. The benefits were immediately clear," says Luigjes. Business ConneCT gives the agents insight into all kinds of information that makes it easier to achieve the desired response time. "The target is to help all callers within 25 seconds. This can only be done cost-effectively with Business ConneCT. Agents see how many callers are on hold, how many agents are present and logged in and what the average response time is. Whenever necessary more agents can be immediately deployed."

During busy periods, employees in Dronten can be called upon for assistance. "If it's very busy or if there is a technical malfunction, customers can be informed how long their expected waiting time is via a recorded message. Establishing clarity ensures that customers remain satisfied with the service that they expect from our hospital. Another important benefit is that the organisation has better insight telephone traffic patterns, enabling us to predict peaks usage times that require additional staff members."

St. Jansdal Hospital is looking at which departments can best benefit from the functionality that Business ConneCT offers. "Together with the dealer, we want to see how we can maximally utilise the possibilities that this technology offers."

About

The St Jansdal Hospital arose from a merger of three Dutch hospitals in the region. These were originally managed by three separate entities, but now operate as a single organisation. Many staff members travel between the various buildings and locations, which can be as much as 25 km apart.

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