

Allworx — the right prescription for MZI HealthCare



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*Jason Scott, Senior Systems Administrator,
MZI HealthCare*

MZI HEALTHCARE, LLC — a provider of information technology solutions for managed care organizations — had just been established through MZI International’s acquisition of an OAO Healthcare division. The excitement of a new brand and new future also brought the opportunity to switch to a more modern phone system that would meet its growing needs.

The largest part of MZI’s business is its Call Center, which supports the more than 400 worldwide installations of its EZ-CAP product. EZ-CAP, the company’s flagship managed care software offering, is a solution for healthcare organizations, including independent physician associations, small health groups and hospitals.

EZ-CAP has delivered benefits to the managed care market for two decades.

The waiting is the hardest part

Jason Scott, MZI’s Senior Systems Administrator, had grown increasingly frustrated with the company’s phone system leases with Mytel and Meridian. As he says, the fact that the phone

companies managed the plans was a double-edged sword. It was a tremendous benefit on the administration side, but a major drawback when it came to service. Every repair, every minor adjustment required a site visit — which meant a loss in time and money.

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The Challenge

MZI HealthCare had leases with two phone system providers — one of which required exorbitant service calls for any minor adjustment, the other was beginning to show its nine-year age. The managed care IT solutions provider also needed a system to meet the demands of its Call Center, which supports its 400 worldwide product installations.

The Solution

- Allworx 10x system
- Allworx 9112 VoIP phones

The Benefits

- Simplicity and reliability
- More uptime
- Save money on service calls
- Stay connected from anywhere

Industry: Health Care /
Managed Care IT
Size: 45 employees
Locations: 5
System: Allworx 10x

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“I wanted to be able to fix things on my own, but the way the lease was structured made that impossible — we always had to wait for service,” Jason said. As the company’s one-man IT department, Jason had become weary of explaining to customers — and to his superiors — every time the phones went down that it would be a few days before they were back up and running because he had to wait for a service call.

MZI’s experience with its previous system was nothing like those well-known Maytag commercials, in which the service representative never leaves the shop. In fact, any time MZI had an issue — or just wanted to move a phone from one desk to another — it required a service visit, at a whopping \$75 a pop.

In addition to the Mytel system, MZI also had a nine-year-old Meridian system. While the company had few issues with the Meridian system, it was beginning to show its age.

“For any company, but especially a start-up with limited resources, Allworx is the company I’d recommend.”

Jason Scott, Senior Systems Administrator, MZI HealthCare

It’s all in the demo

Once MZI decided to explore new phone options, it contacted Allworx and two other providers to demonstrate their wares. Few product demos have made a decision as easy as these did for MZI.

Sandra Gault, Allworx Principal/ Executive Vice President of Marketing, visited MZI and gave a demonstration to Jason and MZI President Darryl Low. She then left the Allworx 10x system and a few Allworx 9112 phones for MZI to try out for a week.

Ironically, the other two phone system providers gave conference-call demonstrations, but the MZI executives couldn’t hear the presentations over the phone, which was an ominous sign for how their systems would function.

Selecting Allworx

While the other providers quickly ruled themselves out based on the demos, that wasn’t the only factor in MZI’s decision to move forward with Allworx.

MZI executives were sold from day-one on Allworx’s simplicity, reliability and its flexibility for future upgrades. From Jason’s IT standpoint, he needed a system he could rely on, that he wouldn’t have to spend all of time worrying about so he could focus on the other parts of his job. From the company’s standpoint, Allworx’s solution offered tremendous productivity enhancements for MZI.

Shortly after the Allworx demo, Jason sat down with Darryl Low and Vice President Gail Saitzyk, and they unanimously decided that Allworx was the clear choice. The decision took less than 24 hours to make.

According to Jason, the toughest part of the decision was due to the recent acquisition by MZI. “The biggest sticking point in our decision to go with Allworx was which credit card we were going to use — ours or one from our new parent company.”

The Allworx solution

In August 2005, MZI installed the Allworx 10x solution — the state-of-the-art Voice over Internet Protocol (VoIP) and PC networking system — and Allworx 9112 phones.

The Allworx 10x





Allworx is the hub of MZI HealthCare communication system. The Allworx 10x is shown above connecting the PBX phone system, Local Area Network and Internet. The Power Fail analog phone is above to the right.

Company Profile

MZI HealthCare, LLC is a provider of information technology solutions for managed care organizations in the payer market, such as IPAs and hospitals. The company's flagship offering, EZ-CAP, is installed in 400 locations worldwide.

MZI HealthCare team's extensive knowledge allows the service division to provide niche-specific insight resulting in an amplified return on investment. Automated, customer-centric solutions enable healthcare payers to meet the ever-changing needs of the healthcare continuum.



To learn more about MZI HealthCare contact:

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Allworx's fully featured solution continues to meet the needs of MZI's 45 employees in its home office in Valencia, along with sites in Orlando, Chicago, Denver and India. Each office benefits from the portability of the Allworx phones and the transparency of the 10x system. It's a breeze for MZI executives and sales reps to stay connected while on the road, making calls from anywhere there's a high-speed Internet connection.

MZI has been able to improve customer focus by allowing sales reps to keep in constant contact with their customers. And MZI is benefiting from increased uptime. The phones have only gone down twice since Allworx came on board, and neither time was due to any problems with Allworx products.

Jason began reaping the benefits of the Allworx solution immediately. Unlike the previous experience where MZI's previous phone systems handcuffed

him, now Jason is in total control. "When something needs to be changed or tweaked, I can do it myself. There is no more sitting around waiting, and paying \$75 for a service call," according to Jason.

So far, MZI's experience with Allworx is mirroring the Maytag repairman ads — it has been completely worry-free. ■

"When something needs to be changed or tweaked, I can do it myself. There is no more sitting around waiting, and paying \$75 for a service call."

Jason Scott, Senior Systems Administrator, MZI HealthCare

Allworx in action

The Allworx system can be configured to meet the needs of any business. Our Authorized Allworx resellers work with you to create a configuration that suits your needs and prepares for

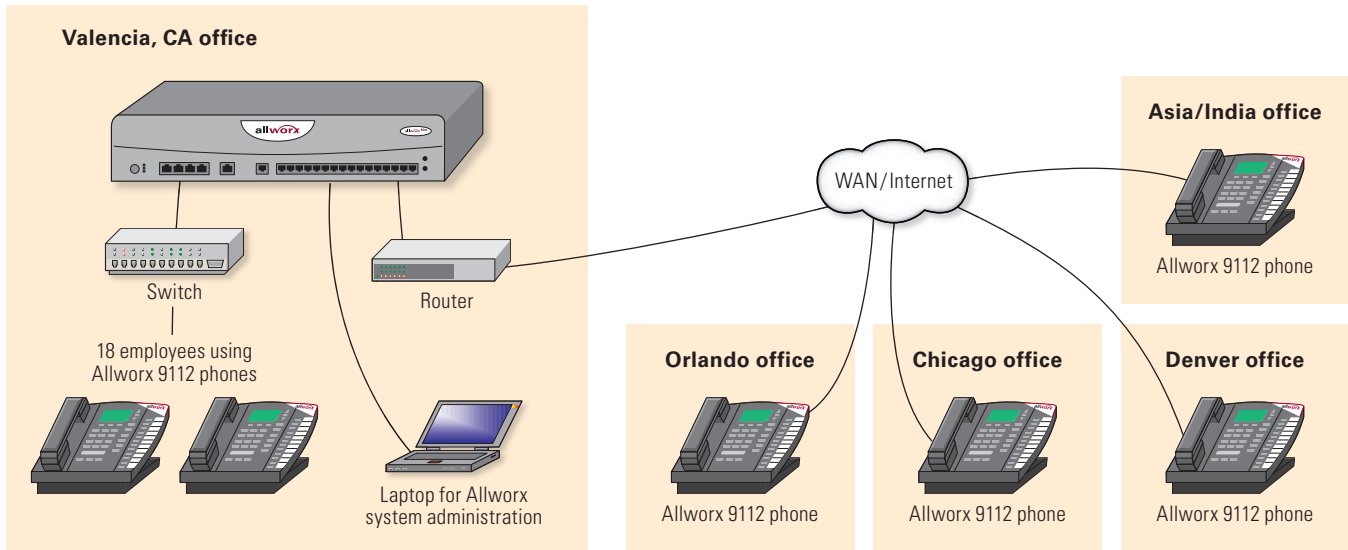
business growth. The configuration shown here was designed especially for MZI HealthCare satisfying their current needs and building a solid platform for tomorrow's expansion.

MZI HealthCare — system components

Phone system	Network server	Message center	Options
<input checked="" type="checkbox"/> Analog phones	<input type="checkbox"/> Automated backup	<input checked="" type="checkbox"/> Contact management	<input type="checkbox"/> Analog station gateways
<input checked="" type="checkbox"/> Auto attendants	<input type="checkbox"/> Email server	<input type="checkbox"/> Group calendars	<input type="checkbox"/> CO line expansion units
<input checked="" type="checkbox"/> VoIP Phones	<input type="checkbox"/> Fax support	<input type="checkbox"/> MS Outlook compatibility	<input checked="" type="checkbox"/> Mirrored disk
<input type="checkbox"/> PBX & Key phone system	<input checked="" type="checkbox"/> File server	<input type="checkbox"/> One InBox	<input checked="" type="checkbox"/> Music on hold
<input checked="" type="checkbox"/> Remote users	<input type="checkbox"/> Firewall*		<input checked="" type="checkbox"/> Switches
<input type="checkbox"/> Voice over Internet	<input type="checkbox"/> WAN/Internet access*		<input checked="" type="checkbox"/> Uninterruptible Power Source
<input checked="" type="checkbox"/> Voicemail	<input type="checkbox"/> Web server		<input type="checkbox"/> Virtual Private Network
<input type="checkbox"/> Multi-site calling	<input type="checkbox"/> LAN - PC Network router		<input type="checkbox"/> Allworx Call Queuing
<input type="checkbox"/> Unified messaging	<input checked="" type="checkbox"/> VoIP Phones		<input type="checkbox"/> Allworx Call Assistant
<input type="checkbox"/> Customer call routing			<input type="checkbox"/> T1/PRI Gateway

* Integrated from previous non-Allworx communication systems.

MZI HealthCare — Allworx 10x Configuration



Allworx is a state-of-the-art communication system that integrates a sophisticated phone system, a robust data network and software tools, all working together to increase employee productivity and business revenues. Designed for companies of up to 100 employees per site, Allworx improves communications while simultaneously reducing cost.

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|---|---|---|
| 1 | 2 | 3 |
| Phone system | Network server | Advanced features |
| <ul style="list-style-type: none"> • Full PBX & Key System • Remote User • Site-to-Site Access • Unified Messaging • Voice Over Internet | <ul style="list-style-type: none"> • Automated Back-up • Email/Web Server • Internet Security • LAN Network • WAN Access | <ul style="list-style-type: none"> • Call Assistant™ • Call Queuing™ • Group Calendaring • Internet Call Access™ • VPN |