



Medavie EMS: Unified Collaboration *to the* Rescue

Medavie EMS



Overview

Medavie EMS Inc. has a proven and extensive track record of delivering effective and innovative healthcare, education, public safety and communications solutions. They manage and operate emergency medical systems (EMS) in several Canadian provinces on behalf of provincial and municipal governments. The company also operates Medavie HealthEd, a paramedic school that delivers distance learning programming and physical campuses and mobile delivery sites in Nova Scotia and New Brunswick.

Solution

Softchoice provided an evaluation of the current communications systems and recommended transitioning to a Unified Collaboration platform.

Results

The new UC platform optimizes growth productivity and efficiency, delivering flexibility and scalability, reducing overall costs. Operational savings have been reinvested into new capabilities and services to continually improve and enhance service.

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The company is performance-based and patient-focused. Communications as well as leading edge technology are key success factors.

Corporate Vision for Growth

Over the years, the MEMS management team have taken steps to better manage costs to remain competitive and provide the highest possible value to our government customers for healthcare delivery and management services to the communities we serve.

To achieve its objectives, the MEMS team began implementing a shared services model to eliminate duplication and share efficiencies of common resources where possible. In particular, securing one consolidated, efficient communications (voice and data) infrastructure across its operating companies and paramedic school, was an area of focus.

Infrastructure Upgrade

As a first step, MEMS IT Services developed a solid business case and issued an RFP to select the right technology partner for this project. Following an in-depth review, they selected UNIS LUMIN/Softchoice based its extensive experience in this space.

After the initial evaluation of the current MEMS communications system, UNIS LUMIN/Softchoice recommended transitioning the existing infrastructure to a Unified Collaboration (UC) platform, replacing the existing Centrex system with an IP Telephony solution. UNIS LUMIN/Softchoice created the new infrastructure and implemented within a short timeframe.

UNIS LUMIN/Softchoice Partnership

MEMS relied on UNIS LUMIN/Softchoice as an experienced partner that could efficiently and effectively implement the new platform:

"We looked to UNIS LUMIN/Softchoice to implement the infrastructure, then to support and train our IT staff. The results have more than met our expectations. The infrastructure is stable, secure and reliable and is a contributing factor in supporting our growth. UNIS LUMIN/Softchoice has been a reliable and trusted partner along this journey." Tim Coolen VP Operations and Technology, Medavie EMS Inc.

Results

Today, MEMS continues to meet its growth objectives, thanks in part to a communications and networking platform that optimizes productivity and efficiency, delivers flexibility and scalability and reduces related overall costs.

With regional offices in five Canadian provinces, there was considerable employee travel between offices for meetings and training, resulting in substantial travel costs and lost productivity. One of the biggest advantages of the new infrastructure was its strong backbone and MPLS links, allowing MEMS to implement Cisco's video conferencing solution. Instead of traveling miles, the company:

- Reduced employee travel time and expenses
- Increased employee productivity by recovering working hours previously lost during travel
- Made remote collaboration easier promoting quicker decision-making and issue resolution
- Increased employee safety by reducing the need to travel in inclement weather

ROI

Since implementation a couple of years ago, the MEMS team has reinvested operational savings gained from the UC implementation to add new capabilities and services that help them continually improve and enhance their services.

"Our relationship with UNIS LUMIN/Softchoice has been a true partnership. They are a trusted advisor and we look forward to our continued work together."

-Jon Flynn,
Senior Manager, IT Services Medavie EMS Inc.