



SUCCESS STORY: WELLSPACE HEALTH

WellSpace Health (formerly known as The Effort) is a Federally Qualified Health Center with eight locations in Sacramento, California and surrounding areas. Established in 1953, the nonprofit organization offers several services, including inpatient and outpatient addiction treatment, mental health counseling, and pregnancy and midwife services.

LEARN HOW WELLSPACE HEALTH FOUND A SCALABLE TELEPHONE SYSTEM THAT PROVIDES ENTERPRISE-CLASS RELIABILITY

Challenge

WellSpace Health was managing four different phone systems across their many locations. Lorenzo Lopez, IT Systems Administrator, explained, “Managing the different systems simultaneously with less-than-stellar UIs [user interfaces] is beyond painful.” In addition, WellSpace Health needed to ensure that their phone system could match their quick rate of growth, without adding additional maintenance, management, or systems. These growing pains meant that the organization needed to start looking for a new system that could provide a comprehensive, scalable interface while providing the reliability required by healthcare services.

Solution

Although several decision factors influenced WellSpace Health’s choice of providers, from the onset, GoToConnect, formerly Jive Communications, was able to address their concern around system administration. GoToConnect’s cloud-based solution provided the ease of management WellSpace Health needed and consolidated all of their locations under one system with a single administrative interface. GoToConnect’s intuitive online interface was a relief from managing four systems. As Lopez described, “GoToConnect’s UI is so simple to use yet powerful; I have taught clinic managers how to use it in their spare time (which is not very much at all!)”

Another great benefit of joining GoToConnect was the simple implementation process. One of the most important elements of transitioning to a new system is the support provided. When asked for the key to WellSpace Health’s successful transition, Lopez replied, “The support and direction of GoToConnect’s sales team. If they didn’t have the answer, they will bring the experts in their company to

help us out, be it a simple dial plan question or the possibility of discounted phones for a new site.” GoToConnect is proud to be ranked #1 in the industry for customer service.

Results

Since moving to GoToConnect, WellSpace Health has been pleased with the ease of system and administration management, as well as other benefits provided by GoToConnect’s advanced features. For instance, Lopez explains, “**GoToConnect’s clarity in its reports have given us a real-world view of what our call volume is.** This impacts our projected budgets for each site...[and] also keeps our clients happy by always being able to reach someone when they call.”

GoToConnect’s scalability has also been a huge win for WellSpace Health and their rapid rate of growth.

“Because of our fast-paced growth, we need something that works and isn’t complicated/convoluted to scale at a moment’s notice. GoToConnect has met us and hit the floor running with us,” said Lopez.

When asked to sum up his experience with GoToConnect, Lopez did not hesitate to assure that, “GoToConnect is just fantastic to work with. The system is easy to learn and easy to master. You usually don’t get that with phone systems.”

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Lorenzo Lopez, IT Systems Administrator,
WellSpace Health

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