

CASE STUDY | HEALTH CARE

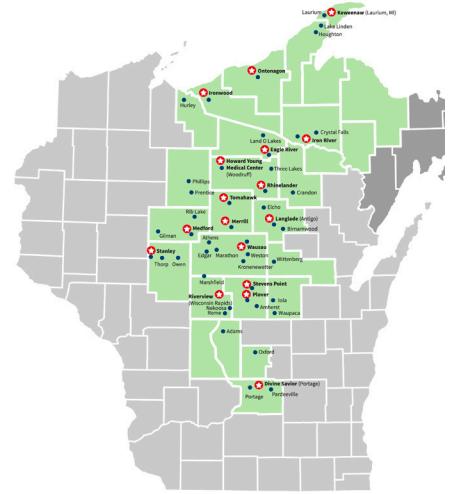
Aspirus Health says goodbye to Excel-Hell and onboards new regions in minutes.



MAKE IT HASSLE-FREE

BACKGROUND

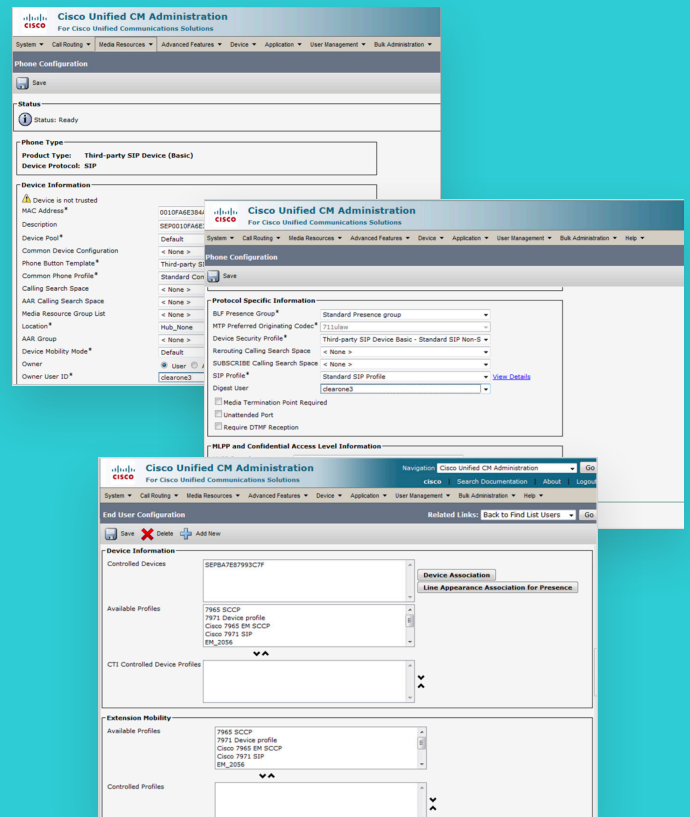
Based in Wausau, Wisconsin, Aspirus Health is a non-profit, community-directed health system that serves communities through 17 hospitals in Upper Michigan and Wisconsin, including 46 clinics. They have over 11,000 employees.



PROBLEM

Standing up a new clinic or hospital was taking two to three weeks and two to three engineers. And managing dial plans in Microsoft Excel was proving more challenging and frustrating each time a new region was onboarded.

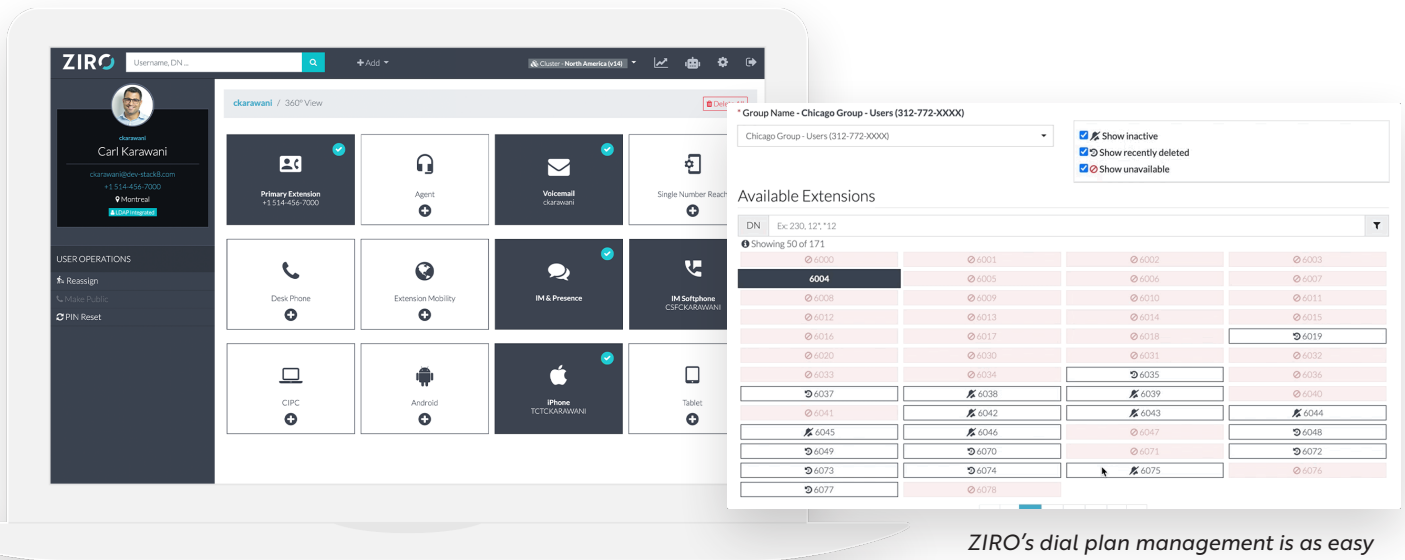
Aspirus Health needed a way to simplify the long, arduous provisioning process and dial plan management. They needed a simple tool to reduce errors and free up IT's time for mission-critical tasks. But solutions from vendors were template-heavy, costly, and rigid.



A few of the template-heavy forms you can expect from Cisco Call Manager (CUCM).

SOLUTION

After a quick consultation, Aspirus Health was completely self-sufficient using ZIRO for Cisco within a few hours. Setting up Jabber and softphones for remote workers only took a few minutes. And with its intuitive Direct Inward Dialing (DID), phone tools, and Unified FX setup, ZIRO made moving off Microsoft Excel a breeze. ZIRO was so easy to use, that it required very little training and no need to access Cisco Call Manager (CUCM).



ZIRO's intuitive UI provides a 360° view of your entire Cisco UC environment.

ZIRO's dial plan management is as easy as picking a seat on an airplane.

RESULT

With ZIRO for Cisco, Aspirus Health was able to stand up the initial 1,100 employees, 9 hospitals, and 35 clinics within two days. Now one engineer can provision a new hospital in under 45 minutes and manage dial plans without the pain of Excel. Aspirus has since grown to 17 hospitals, 46 clinics, and over 11,000 employees.

9
Hospitals

35
Clinics

2
Days

IMPACT

The UC team at Aspirus Health now have an easier way to onboard new hospitals and clinics with ZIRO's easy-to-use provisioning software.

Engineers can be freed up by offloading routine MACDs and DIDs without worrying about errors. They can also easily manage blocks of phone numbers and extensions spread across many regions in two states.

Having ZIRO before COVID helped Aspirus prepare for the shift to remote without the hassle and chaos that would have ensued.

HIGHLIGHTS

- No more Excel to manage DIDs and dial plan.
- Setting up softphone for remote workforce took minutes not hours.
- Setting up Jabber for iPhone took seconds not hours.
- Reporting more fluid and cleaner.
- Deployed first 1100 remote knowledge workers in a single mouse click.



"It was the easiest build of our lives. If you're motivated to upgrade your phone system, it won't take long."

Matt Neyrinck, Senior Unified Communications Engineer

Make IT Hassle-Free

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The ZIRO logo features the word "ZIRO" in a bold, white, sans-serif font. The letter "O" is stylized as a blue circle with a white outline, partially overlapping the letter "R".