



case study:

# CITY MD URGENT CARE

How V3 Communications helped City MD Improve Communications Across 24 Locations

## Key Services

- » Unified Communications
- » VoIP Phone Systems
- » IT Consulting/Support

## About Us

**V3 Communications** is the leading innovator of business Voice over IP (VoIP) phone services. We have been family owned for over 30 years, and serve small businesses across the US.

### Contact Sales Today:

p: (516) 279-3131  
e: sales@v3comm.com

City MD is a fast growing chain of urgent care facilities located across New York. As they continued to expand, the healthcare chain knew they would need a scalable communication network to connect patients quickly and securely.

V3 Communications helped City MD streamline their communications by implementing a high quality VoIP telephone system to connect each location. This centralized platform made it easy for City MD to manage and expand their communications across the organization.

### Key services included:

- » Built a secure network of phone and fax communications that met rigid HIPPA compliance protocols
- » Efficient call routing that enables fast call transfers between offices, regardless of their location
- » Advanced features such as call analytics, recording and backups to allow better operational efficiency
- » Remote troubleshooting that allows phones to be reset and adjusted without waiting for an on-site technician

By implementing a scalable communications architecture, City MD can focus their efforts on helping patients - not on IT. And working with V3 Communications means they will always have the latest support, updates and security to keep their business running smoothly.