

S & F

TELECOMMUNICATIONS



When It's Your Business On The Line

Case Study

Northeast Orthopedics

Albany, New York

60,000 visits per year

6000 surgeries per year

3-5000 calls per day

100 staff

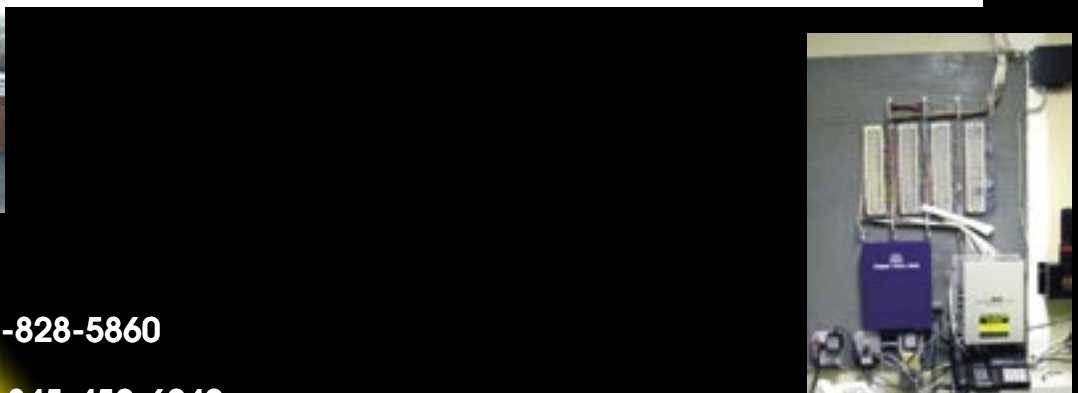
Northeast Orthopedics is an ambulatory surgery center with 16 doctors, three nurse practitioners, and six physician assistants with sub specialties in every major body area including joints, upper extremities, and sports medicine. They are the doctors for the Albany Patroons basketball team, and for several Capital Region high school sports teams. They have six locations that all run on one set of servers; and all their phone systems are connected.

Debra L. Piccolo, their Operations Manager notes, "S & F wired all our buildings since the beginning when we merged four practices and moved to 3 Atrium Drive eleven years ago. They have worked with us and our architects and designers on all construction in all our offices. We leased 3 Atrium Drive as a building and had our offices built and rebuilt working with S & F. We outgrew the space the day we moved in, and we are moving to a new building next year."

"S & F has been a wonderful partner. Seven years ago we decided to change phone vendors. We were using POTS (Plain Old Telephone Service) and had no T-1s; we needed to be bigger, and our old phone system could no longer grow with us. Now we are using Vodavi for our phones, and have four T-1s to our satellite offices and 10-20 POTS for back up."



*Debra L. Piccolo,
Operations Manager*



S & F Telecommunications

Toll Free: **888-289-4581**

Columbia & Greene counties: **518-828-5860**

Capital District: **518-453-9360**

Hudson Valley: **845-331-4483** or **845-452-6242**

Western MA: **413-442-6776**

inforequest@sftel.com

www.sftel.com

Consulting ○ Installation ○ Support



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Debra L. Piccolo, Operations Manager, explaining how Northeast Orthopedics works with S & F

“Our IT staff has Joe Fey and Sal Cusumano sit in on all vendor interviews to make sure that whatever is said makes sense to us. We are using Choice One for our phone lines now, and they are very easy to work with. Everyone works well with S & F; they are very responsive. Sal knows everything about our telecommunications. We have worked together through so many issues, and they have always been there for us. Sal and I have worked until 8 PM many nights. We call them; they come.”

“We have a very automated office; we have no charts; all our data is online. In the first quarter of next year we will convert to digital radiology. S & F has helped us design and build the infrastructure for all this. S & F has designed, expanded, consulted, installed and services our voice and data network. Service is the main piece. Anyone can install a phone system; we need someone who stands behind it.”

“S & F is great at problem solving. We have four staff that are responsible for appointments, and ten others that can help. We do not like for people to be on hold, and wanted an easy way to have other staff help them when calls start to stack up. Sal had a great idea, and automated an announcement of a ‘Q10’. It is great to see everyone pick up. We want to maximize automation so we run efficiently.”

“Whenever we think of looking at something new, I call Joe Fey. Phones and data communications are not my specialty, but they are my job. I need a vendor I can trust that gives us great service. We need someone who understands our business and what we need for our systems. They need to be able to troubleshoot quickly. We cannot be down.”

“When the doctors complained about too many busies, I called Sal. I call with any problem and S & F explains alternative solutions and their implications. In this case, they set up a hunt group and a round robin until you find a human. They always want to understand what we want to accomplish and then they teach us to do as much as we want to do. We work with a small number of vendors who are very good, and they are like family.”

“S & F has been our partner for eleven years. Joe Fey is already working on plans for our new building with our architect. We will have new fiber, new Ts and a new phone system in August. We trust them because if they say it will work, it will.”



Taking an appointment at Northeast Orthopedics

