

Synectic Showcase Customer

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Peninsula Eye Physicians
101 S. San Mateo Drive #310
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www.peneye.com

Peninsula Eye Physicians of San Mateo, CA maintains a high standard of dedication to its patients. It is an eye care practice devoted to the enhancement and correction of eyesight through the use of state-of-the-art technology that will result in better vision, and a better quality of life. As a top health care provider, Peninsula Eye Physicians requires a robust communications system for ability to give the very best attention to patients and advance a successful practice.

Peninsula Eye Physicians expressed its need to Synectic Technologies for a dependable and user-friendly phone system with a reduced cost of ownership. It had a legacy Nortel phone system that was reliable and had good features, but posed some specific challenges:

- The Nortel system had some sound degradations, especially during transfers and conferencing
- Some staff found the user codes difficult to memorize
- Phone bills were high, and the practice was spending for an answering service, which was expensive and problematic with phone call transfers
- The Nortel system lacked call recording features for training purposes and to archive conversations with patients
- To minimize costs of replacing the Nortel System, the practice needed to leverage its investment into the existing cable infrastructure

After thorough consultation with Synectic experts, Peninsula Eye Physicians decided on Avaya's IP Office solution to their problems. The Synectic team efficiently provided a comprehensive Avaya IP Office communications system that will enable Peninsula Eye Physicians to serve its clients without interruptions of care and respond rapidly to medical issues – all with a simple-to-use system that will help the practice contain the costs of communications.

Teri Woodworth, practice manager for Peninsula Eye Physicians, expressed high praise for the Synectic Team:

Our installation of the Avaya phones went really great! Mark and Rory were so organized and so patient with us as we worked out every potential problem. They were very professional and represented your company that way. I really thought this would be a nightmare, as that is what everyone has told me about putting in a new phone system! It went very smooth and seamlessly. I can hardly believe it! All the employees as well the physicians love the new phones! Andrew Hutchinson, my sales rep, was very knowledgeable and most all, did not pressure me but gently persuaded me through education of the Avaya system. Kudos to all the staff at Synectic Technologies!

Synectic thanks the entire staff of Peninsula Eye Physicians for the opportunity to serve them, and we look forward to being a partner for the business growth of that practice.