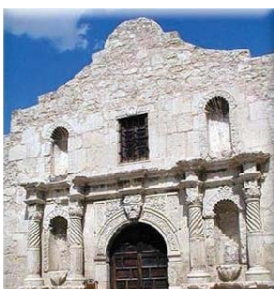




HEALTH CARE

NEED: How to notify sales reps and office managers of received urgent orders (in the medical fields most medical supply orders ARE urgent). How to make sure that orders are fulfilled in a timely manner and the whole process works free of interruptions.

SOLUTION: TelAlert system takes care of notifications, knows of schedules and vacations and escalates messages as needed to ensure smooth transactions all the time.



"TelAlert is a great product. TelAlert does all the work, and it just keeps on working."

- Scott Paul
System Analyst
Medical Supply
Company
in San Antonio, Texas

Medical Supply Orders Receive Timely Attention

Client is a Medical Supply company based in San Antonio, Texas. Their business is really growing, and so are their notifications on the average more than 50,000 messages a day now, up from a few thousand. With booming business messages have also multiplied to a staggering 1,200,000 pages per month!

This San Antonio Medical Supply company has an order entry/management system built around an Oracle database and the TelAlert system. When an order is placed, sales reps and office managers get TelAlert messages stating that an order is pending. This gives them a "heads up" of what to expect. When the order is released, service reps get paged with the delivery notification. In addition, managers, sales reps, and clinical consultants receive courtesy pages stating that the order is "good to go" in case they need to do any follow up. The page going to the service rep must be answered in a timely manner. If there is no response, then the page moves on to the next person in his/her escalation list. Service reps

also receive Service and Pickup notifications that also must be confirmed.

This company built some Oracle stored procedures that send the pages, record the responses, and maintain the TelAlert config files with the employee's current contact information, and their escalation paths (with vacations and such, they are changing daily).

The interface is pretty simple- TelAlert does all the work, and it just keeps on working. The system has been up since April 2002, and the only time there were any problems was when the network and communication people make changes to routers, phone lines, and the PBX. Eighty percent of the messages are going through the Internet (WCTP to Arch pagers and Cingular phones, and SNPP to Nextel phones). The rest are sent through a bank of 16 modems. The responses come back through two-way internet traffic, or through

16 Dialogic ports.