

“here to make life easy....”

CARESTREAM HEALTH UK

The Customer

Carestream Health UK Limited has led the world in medical imaging innovation for over 100 years.

The company provides dental and medical imaging systems, healthcare IT solutions, molecular imaging systems for life science research and drug development, x-ray film and digital x-ray systems, and materials for the precision films and electronics markets. Carestream Health owns more than 1000 patents for medical and dental imaging and information technology.

Challenges

Carestream Health reviewed their telecommunications provision in 2007/08 and Frontier Voice & Data became their provider in March 2008. The company had previously experience a poor quality of service in some areas of their telecoms estate and their most important aims for making a change were to achieve a consistency of service combined with a high quality of service and customer care.

Solutions

Carestream Health purchase a range of services from Frontier Voice & Data including:

- 6 business line rentals
- ISDN30 channel rental (with 30 channels)
- 220 DDI number rentals
- Level 3 care level or Prompt Care services on 5 of the most important lines
- Caller identification presentation on a main number
- A call diversion service
- Frontier Voice & Data also carries the calls of Carestream Health.



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Outcomes

The most important benefit that Carestream Health receives is the close, personal attention that Frontier Voice & Data provides. Frontier Voice & Data's customer service personnel regularly review the telecoms usage of Carestream Health with a view to achieving savings, auditing the telecoms provision and continuously improving the service provided. This activity includes visits to Carestream Health's site in Hemel Hempstead to meet with a key decision-maker who travels over from Europe on a regular basis. Carestream Health UK Limited has been a customer of Frontier Voice & Data for more than 3 years now (since March 2008). Michael Thornton, Frontier Voice & Data's Sales and Marketing Director said, "We are pleased that the quality of the service that we've provided has meant that we've been able to retain and support this customer for a number of years now and we are committed to continuing to demonstrate the level of care that they need."

Carestream Health UK Limited says

Peter Van Hoeck, Commodity Manager of Carestream Health UK said "We are pan-European operation with sites across Europe and procurement is often managed from European sites. Therefore the good customer service and competitive rates that Frontier provides are important factors for us."

Carestream



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