



IWATSU
TELECOMMUNICATIONS PRODUCTS



PROVEN SOLUTIONS

SunBridge Survives Emergency with Iwatsu Global Accounts

A leading healthcare provider, the SunBridge Care and Rehabilitation facility in West Palm Beach, Florida provides intensive nursing and rehabilitation therapy to hundreds of patients. Like any hospital, SunBridge relies on its communications to efficiently handle critical calls and facilitate quality patient care.

So when SunBridge experienced a sudden failure to their non-Iwatsu system over a holiday weekend, they couldn't afford the risk of being without the critical communications necessary to seamlessly manage incoming calls, internal communications and overall patient care.

As a subsidiary of the Sun Healthcare Group, an Iwatsu Global Accounts customer, SunBridge was referred to the Iwatsu Global Accounts program for reliable support. Although SunBridge did not have an Iwatsu system, they were still able to contact and rely on Sun Healthcare's Iwatsu Global Accounts contact Mike Neal, Sales Manager, TeLLan One, to locate a local dealer and solve the problem.

Within three hours of SunBridge's call, technician Neal Mortensen of ComRes, Inc. was on-site while Mike Neal of TeLLan One managed the situation over the phone. Both representatives worked through the night until service was restored. SunBridge was so pleased with the overall quality service provided that they replaced their unreliable system with an Iwatsu ADIX APS system for consistent quality and dependability.

"I'll add my thanks for the help on this one. You really pulled us out of the fire. We are well aware of the effort this took to bring everything together on a holiday weekend. You earned the appreciation of the residents and staff at the facility," says Kenneth N. Cole, MIS Director, Sun Healthcare Group.

With its legendary reliability and large dealer network, the Iwatsu Global Accounts program has proven its reputation for top quality service, and continues to provide customers with end-to-end communications solutions necessary to enhance their overall business performance.