



RingCentral Improves Functionality, Flexibility, and Reduces System Administration for Comprehensive Blood & Cancer Center and its Patients

Company Profile

CBCC (Comprehensive Blood & Cancer Center) is one of the largest free-standing cancer centers in the Western United States.

Year founded

1984

Website

cbccusa.com

Headquarters

Bakersfield, California

Size

280+ employees

“With RingCentral there are no physical limitations. It doesn't matter how many users we have, where they're located or how they're connected. RingCentral enables our physicians, nurse practitioners and physician assistants to reach out easily to patients to provide the care and information they need. The system's auto attendant eliminates the need for each and every call to be answered by a live operator, which benefits patients calling CBCC.”

— Viji Tirup, IT Support, CBCC

The nation's largest free-standing, privately held cancer center

The Comprehensive Blood & Cancer Center (CBCC), the nation's largest free-standing, privately held cancer center, was founded in 1984 to bring innovative, extensive care to cancer patients in Bakersfield, California. To date, CBCC has provided treatment for more than 100,000 patients, in addition to a variety of services including patient and community education, genetic counseling, social services, occupational therapy, nutritional counseling, and patient and family support groups. It is affiliated with the UCLA Community Research Network, and through that network, offers patients the opportunity to participate in clinical trials of new cancer treatments.

Constrained by “an incredibly antiquated communications system”

As a dynamic and growing medical center, communication between patients, doctors, nurses, and other members of the comprehensive healthcare team is absolutely essential.

Before they became RingCentral users, CBCC found itself constrained by “an incredibly antiquated communications system,” as Viji Tirup, IT Support, describes the situation. “Our on-premise legacy PBX system was really old and there was no back-up for it. That was unacceptable in a medical setting in which phone communication, particularly in the event of a patient emergency, is very critical.”

The legacy system presented obstacles to agility and growth because of the complexity involved in moving people or departments around, especially the labor-intensive process of running wires and installing new ports in order to add new people and locations. “Managing and supporting the old PBX hardware and paying for

T1 lines was not efficient, notably since it didn't provide us with the flexibility and functionality we needed,” adds Tirup.

RingCentral eliminates physical limitations

CBCC decided to replace its legacy PBX system and began looking at cloud communications systems. After researching several options, it decided to make the move to RingCentral Office.

“RingCentral gives us the functionality our users want and it's very easy to administer,” says Viji and her team. “We can do everything with the click of a button from a single administrative console including provisioning users and setting up new locations, tracking call logs and ensuring overall accountability. There's no PBX hardware onsite that we have to manage.”

Previously, CBCC required two T1 lines and two on-premise PBXs because of the number of users it had. With RingCentral, there are no physical limitations. Tirup's IT team says, “RingCentral enables our physicians, nurse practitioners and physician assistants to reach out easily to patients to provide the care and information they need. The system's auto attendant eliminates the need for each and every call to be answered by a live operator, enabling us to better handle call volumes.”

Supporting growth is easy

CBCC continues to grow, and in fact, recently completed an expansion project. RingCentral made it very easy to set up the users in the new space. “Since everything runs through one data line now, getting all of the new users set up was much easier and much less time-consuming than it would have been with our previous system. We expect it will be just as easy to support future growth.”