



Healthcare tech company finds cure with RingCentral—saves \$100,000 a year

Company Profile

Tech company saves \$100,000 a year and reduces phone expenses by 80% with RingCentral.

RingCentral seamlessly integrates distributed workforce of over 260 employees in 200 locations.

Headquarters

Completely virtual company

Size

260+ remote employees in 200 locations

“We’re saving well over \$100,000 a year and we don’t have to worry about infrastructure.”

– Joel Berman, CEO

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Founded in 1990, Iatric Systems is a technology company, providing software solutions to more than 900 healthcare organizations in the US, Canada, and England. They are a completely virtual company with every employee working from home. With more than 200 locations, they have over 260 employees in 39 different states, three Canadian provinces, and the UK.

Finding a phone solution that could integrate hundreds of remote employees and locations was essential. “Part of our goal was to make a distributed environment look like a traditional company,” CEO Joel Berman said. “RingCentral helps create the right image for us. It’s seamless, looks professional, and gives us the appearance of having a traditional office system for a virtual office environment.”

Before deciding on RingCentral, Iatric Systems looked into a solution from Cisco that required purchasing expensive equipment and phones. After doing the math and discovering it would take four to five years to get a return on their investment, they quickly decided to go with RingCentral. Berman said, “It was very easy. Once we looked at the numbers, we knew it was not a smart move. It was a no-brainer.”

With RingCentral, they save a whopping 80% per month on their phone expenses. They had been paying about \$100 per line and drastically reduced their expenses to about \$20 per line. Berman explained, “We’re saving well over \$100,000 a year and we don’t have to worry

about infrastructure. The effort is significantly less with RingCentral hosting it. It’s your problem; whereas, if we buy it, it’s our problem. If I have a problem, how much time is my staff going to sink into it?”

The ability to use both digital and analog phones with RingCentral was another benefit for Iatric Systems. About two thirds of employees use IP phones and the other third use analog phones. The ability to mix those technologies was a plus. “I don’t know that we could do that with AT&T. Cisco wanted us to buy extra equipment. It’s also very convenient for people who want to move their office around. Just plug it in wherever you are,” Berman said.

Another key feature has been the ability to transfer calls. Berman lives in Massachusetts and recently received a call from a computer company. He was able to easily transfer the call to the company’s IT manager who’s based in North Carolina and handles all their computer needs. Berman has also been getting a lot of use out of the iPhone app. He uses the app to make outbound calls, which saves his wireless minutes and helps him maintain a professional image. He also uses the Visual Voicemail feature to check messages and faxes on-the-go. Unlike the other solutions they considered, RingCentral includes Internet fax and smartphone apps.

“This was the right solution for us. Business is growing. We’ve added close to 40-50 lines in the last year,” said Berman. And with a flexible solution like RingCentral, Iatric Systems can easily continue to grow.