

Southwest Behavioral Health



How Applied Consulting Groups vendor advised and guided the digital transformation of Southwest Behavioral Health.

OVERVIEW

Established in 1969, Southwest Behavioral Health (SBH) is one of the largest community-based behavioral health providers in the state of Arizona. SBH develops and delivers services in the areas of housing, residential care, prevention services, outpatient services to children, incarcerated persons and dually diagnosed adults.

SBH was looking for an alternative to dealing with multiple Private Branch Exchanges (PBXs) across their 26 Arizona offices. The three SBH employees responsible for managing the disparate voice and Lan services could not keep their arms around all of it, and the company was looking for expertise to analyze and review their current spending.

This is where we need RESULTS highlighted Our solution eliminated replacing IT systems/ telecom equipment and provided 24-hour turnaround for phone replacement. Additionally there were no longer charges for repairs and service, and every three years the client could upgrade to the latest phones or elect to reduce their monthly rental.

THE RESULTS

Our vendor conducted a rigorous telecommunications audit, including:

- A review of all bills to determine errors, overcharges, and redundancies
- Secure refunds and credits where appropriate
- Provide consulting services to move a portion of their servers to the cloud

Researched which broadband and internet providers would be the best fit for the application.

Provided seamless backup/ fail-over in case of a circuit failure.

Became the one throat to choke for the client. One call to resolve any issues wherever the werer.

SBH was leaning towards a trusted vendor with onsite servers. We demonstrated them that a cloud solution was both more efficient and less risky.

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