



One of US's Largest Health Plans Chooses ComTec

“ I have been involved with many enterprise level conversions and this team of ComTec and Gain set a new bar. To port 1500 lines in a single cutover and not miss a beat was amazing and the staff of Gain and ComTec were second to none. ”

Sarah Harvey
Information Service Manager
Amida Care

“ The advanced requirements of this organization aligned perfectly with our solutions. Our ability to offer options that are simply not available in the industry in combination with our focus on a seamless cutover with an exceptional customer experience continues to separate us. ”

Mike Vertolli
President and CEO
ComTec Systems

About Amida Care

Amida Care is a not-for-profit health plan that was established in 2003. Their mission is to provide specialized and personalized health coverage and care to New Yorkers with chronic illnesses, specifically HIV and behavioral health disorders. They currently service over 7000 community members throughout the 5 boroughs of New York. Today, Amida Care is the largest special needs health plan (SNP) in New York State.

Key Problems Identified

When we met with Amida Care we recognized an amazing organization that was rapidly growing and servicing a critical audience. There was an aging phone system, expensive carrier circuits, and on heavy days there was no way to easily expand capacity. There was also a heavy exposure to downtime should any number of major components fail and there were technical applications that are available with other platforms that could improve client satisfaction while automating communication. There was heavy call volume with almost 1400 lines and any change of provider could severely impact business. Selecting the right provider that offered a variety of solutions and that could demonstrate a history of exceptional conversions was a top priority.

Amida Care Portfolio

- More than 1,700 primary care physicians (PCPs)
- 175+ experienced HIV specialist PCPs
- More than 9,000 specialty care providers
- Nearly 5,000 mental health and chemical dependency providers
- Nearly 1,000 ancillary providers (for example, home care and physical therapy)
- 2,299 participating pharmacies
- 17 federally qualified health centers
- 61 community health centers
- 38 hospitals



Key Solutions

Together ComTec Cloud Services and Gain Communications created a solution tailored to Amida Care's growing needs. This solution encompassed a geographically redundant circuits, 1400+ DID's, 50+ 800 Service, new VoIP Service with customized call center applications, Active/Active failover between all hardware and services, East and West coast data centers with automated failover, 250 iConnect Trunks, 4 redundant simulated PRI trunks, diverse providers for transport and diverse backend providers of downstream voice services.

Final Benefits

Amida Care could continue with their vision of growing the organization efficiently without the worry of technology failure. They switched providers in a single weekend with no downtime or loss of service and upgraded to technology that will survive time and can incrementally grow as volume increases. They have tools and applications at their fingertips that allow for Amida Care personnel to be more efficient and effective with communication to their staff and clients while ensuring that no single failure regardless of geography, carrier, or vendor could affect the organization.

Key Components

- Redundant Circuits
- 1400+ DID's
- 50+ 800 Service
- Entire cut and conversion was completed in a single weekend
- New VoIP System
- Active/Active failover between all hardware and services
- Complete testing and verification was done off line to ensure the first day live was perfect

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Gain prides its self as a boutique enterprise shop we can handle large complex installations while delivering white glove service. The NEC VoIP product was a great fit for Amida Care and working with ComTec on this project was the perfect choice.

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Gary Katen
President
Gain Communications