



## DIGITAL ENABLEMENT MEDICAL PRACTICE

### Project Scope

To provide a high speed, reliable internet solution, to enable cloud based applications and improve customer service for small business

### THE PROBLEM

1. Busy practice of 5 doctors and 6 support staff were unable to operate essential digital tools such as Hicaps on their ADSL service
2. Constant interruptions causing downtime to staff and impacting patient management
3. No NBN option in sight, or promise of a reliable service

### THE SOLUTION

OCB's business grade internet solution installed and integrated with DOT's systems, enabling a consistent, high bandwidth guaranteed broadband service

Practice manager, Teresa Evans said, "I can't believe how easy it has been to get OCB's service into our practice. OCB have under-promised and over-delivered on the speed of the broadband plan we ordered - and it has made a vast difference to the efficiency and professionalism of our operation. This solution means we can continue to enable our business, and the team are incredibly happy with the new service."

### THE BENEFITS

1. Hicaps machine is now operating quickly and consistently improving efficiency and customer service
2. The practice has been enabled for full digital functionality.
3. Productivity has increased, and patient management is seamless.



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