

# Long time healthcare customer finds new success with AMIE®



## Overview

A hospital system with 15 locations across the Southern region of the US has been a Spectralink customer for more than 10 years. The hospitals are currently equipped with a mix of 2,000+ Versity 95 Series smartphones and 5,000+ 84 Series feature phones.

Though pleased with the performance of our world-class handsets, the hospital system Telecom Manager experienced first-hand the need for a tool to manage the devices on the floor and have visibility into device and network performance. The answer? AMIE® Advanced, Spectralink's mobility management and analytics solution. AMIE will provide the Telecom Manager with the solutions and insights needed to troubleshoot and more efficiently manage the hospital system's communication solution, resulting in more reliable communication for healthcare workers.

## How AMIE supports troubleshooting device versus network issues for enterprises

Spectralink's AMIE provides answers to the biggest challenges in mobility management from a centralized and user-friendly dashboard, including visibility into call and network performance. One of the main concerns the Telecom Manager had was troubleshooting network versus device performance issues. "Clinicians call into IT asking us to find a needle in the haystack and figure out if there is a problem is with the device or network," said the Telecom Manager.

AMIE measures call quality in real-time from devices in users' hands and provides side-by-side metrics of devices versus access point performance for accurate insights into whether the issue is with the network or the device itself. This removes the guesswork and helps the Telecom Manager troubleshoot communication issues and immediately get to the root of the problem. AMIE is the only platform on the market with the ability to show call performance as a device roams from one Wi-Fi access point to another. Without AMIE, enterprises rely on an estimation of network performance from neighboring access points in the ceiling, which are not an accurate representation of the true end-user experience. "AMIE is a huge help for reporting on the quality of Wi-Fi connections and

## Industry

Healthcare

## Solution

- 2,000+ Versity 95 smartphones
- 5,000+ 84 Series feature phones
- AMIE Advanced for Wi-Fi



ADVANCED MOBILE  
INTELLIGENCE  
FOR ENTERPRISES



**" AMIE is a huge help for reporting the quality of Wi-Fi connections and true user call experiences. "**

true user call experiences," the Telecom Manager explained. Through AMIE, he and his team have visibility into all 15 hospital locations so issues can be resolved quickly for a positive user experience and consistent communication across the hospital system.

AMIE also monitors fleet and battery status, device utilization, and device locations, and will send automated alerts so issues can be easily investigated, saving time and optimizing productivity.

### ***Versity Series Smartphone in action***

At a mass vaccination event the hospital system was recently involved in, technicians were equipped with 200 Versity 95 smartphones to register patients and update EHRs. Various other non-Spectralink tablets and printers were also used to facilitate the vaccination process. "Tablet batteries had to be charged or replaced every four hours while Versity 95 batteries lasted 3 times longer. Out of all the devices, the only ones we never had connectivity issues with was the Versity 95," explained the Telecom Manager. "We have been very impressed with the battery life of the Versity 95 and AMIE's battery management tools". AMIE's device and battery management features will continue to increase the success the hospital system has with the Versity 95 smartphone's performance and battery life through proactive alerts and continuous battery health monitoring.



**“Spectralink is an industry leader of mobile devices in healthcare. We have been very impressed with the battery life of Versity 95 and AMIE's battery management tools.”**

### ***Enterprise solutions over consumer solutions in healthcare***

Previously, the healthcare organization had seen some interest in deploying a popular consumer smartphone as their communication solution, but the Telecom Manager shared, “[these popular consumer phones] are not a good device for the medical field.” Consumer devices are not built with the same enterprise-grade durability as Versity 95 smartphones that are purpose-built for healthcare.

The Versity 95 enterprise smartphone was designed rugged, with frontline workers in mind. They do not need a protective case, are made from medical grade resin, and are proven to withstand daily cleaning with hospital-grade solvents. The Telecom Manager shared that enterprise-grade Versity 95 features, like the strength of the glass screen and the hot-swappable battery, are crucial to the Versity Series' functionality and durability in the hospitals. “With the hot-swappable batteries, nurses can have multiple applications open without worrying about logging out or losing connection when swapping a battery; it's a big plus.”

### ***We're With You***

When asked about the overall Spectralink experience, the Telecom Manager expressed, “Spectralink has great customer service. I know Spectralink cares.” Whenever, wherever, and however your business needs to communicate, we find the ideal solution. Interested in learning more about the Spectralink enterprise mobile solutions? Visit [www.spectralink.com](http://www.spectralink.com) or contact your local sales representative.