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LVM Offers Hosted Virtual Call Center Option

MESA, ARIZONA: LVM Systems, long time leader in installed call center software, now offers a fully hosted solution, Virtual Call Center. Their E-Centaurus software is available for use via the Internet.

Why? President Les Mortensen comments, "We've had this option in use by our own remote staff for nearly seven years. The challenges of today's healthcare environment create the perfect opportunity to offer it externally, as well."

LVM's sales directors are frequently hearing hospital managers say, "Our I.T. folks are so focused on the enterprise EMR launch, it is very difficult to get their attention and support for other information systems." The Virtual Call Center is accessed via an Internet connection through Windows Terminal Server. This "skips" the onsite server purchase and set-up - the steps which normally task the organization's I.T. department.

The other benefit is purely economical. Many health systems have a 'freeze' on capital expenditures, eliminating new licenses and hardware purchases which would normally be capitalized. LVM Systems offers an option to license the Virtual Call Center on a monthly payment plan, if needed, to avoid requesting capital dollars. Therefore, software fees can be covered through the call center's operational budget.

But what about security, reliability, and redundancy? LVM has chosen i/o Data Centers as their hosting partner. They offer the caliber of assurances - 100 MB of Internet bandwidth, back up power supply, security - to guarantee top performance and 100% uptime in their service level agreements.

For more information, contact LVM Systems at 480.633.8200, ext 223 or visit www.lvmsystems.com.