3CX Heals Alliance Healthcare’s Communications

As one of the leading healthcare product suppliers in Italy, Alliance Healthcare was looking for a solution to uphold its position and reputation amongst employees, customers and suppliers. The company bases its culture on mutual benefit, understanding, respect and trust. The solution needed to reflect that.

The Challenge

To continue providing the environment and service outlined in their company values, it was important that a more advanced level of communication was established. This would allow its over 500 employees to become more productive, and for customers to reach a higher level of satisfaction.

Their outdated, hardware-based Nortel®* PBX was proving to be problematic, raising issues involving hardware limitations, poor integration with external systems, and a complicated management interface.

3CX Offers a Solution

In the quest for a more modern and flexible solution that would enhance the company’s communications, I.T. Leader Graziano Nugnes looked at several systems. After evaluating each system based on simplicity of management, integration capabilities, scalability, and cost, Nugnes finally concluded that 3CX could answer all of the concerns they had.

Alliance Healthcare turned to 3CX Platinum Partner All in One for their new communications solution. They were able to get the phone system up and running in just a few short hours, without any disruption to service. With 3CX, the healthcare product suppliers are now using around 700 IP phones, 500 of which are Yealink T21/T23/W53, around 200 softphones, and 500 telephone lines.

alliance healthcare

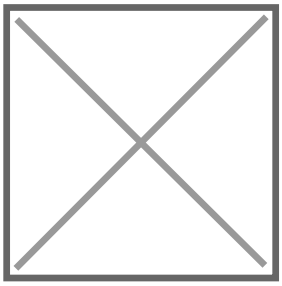
“We consider the 3CX solution suitable for our needs. 3CX, in addition to reducing costs, has allowed us to connect all our offices as if it were a single entity. It gives us the full autonomy of management and configuration. 3CX is simply the best!”

Graziano Nugnes, I.T. Leader, Alliance Healthcare

The Results

The organization is happy to report that employees were able to quickly adapt to the new system, observing a number of benefits across the board. With the use of the softphones and apps across various devices, they reported a significant increase in productivity and mobility among employees. What’s more, they were able to easily connect remote branches and were impressed with the simplicity of configuration and management. Perhaps, however, the most striking outcome from the switch to 3CX was the incredible savings of around €90,000 per year.

The Customer



Alliance Healthcare is an Italian organization based in Lavagna, and a subsidiary of Walgreens Boots Alliance, which specializes in the distribution of pharmaceutical and para-pharmaceutical products throughout the country. With 26 depots located across Italy, they supply around 9,000 delivery points every day.

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