

One of the U.S.'s Largest Health Plans Chooses ComTec



THE CLIENT

Amida Care is a not-for-profit health plan established in 2003. Its mission is to provide personalized health coverage and care to New Yorkers with chronic illnesses, specifically HIV and behavioral health disorders. Serving over 7,000 community members throughout the five boroughs of New York City, Amida Care is the largest special needs health plan (SNP) in the state.

THE CHALLENGE

Amida Care's rapid growth added logistical issues to the challenge of supporting its critical role of servicing a specialized audience. However, with a heavy call volume, any change of provider would severely affect operations. The capacity of its aging phone system (comprising almost 1,400 lines) and expensive carrier circuits couldn't be expanded easily, and the system was at constant risk of extensive downtime should any of a number of major components fail.



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. The staff of Gain and ComTec were second to none.

– Sarah Harvey, Information Service Manager, Amida Care

THE SOLUTION

To develop a solution capable of addressing Amida Care's growing needs, ComTec partnered with [Gain Communications](#). Our custom solution leveraged the full range of ComTec's cloud, phone, and voice services.

- **Geographically redundant circuits to mitigate potential system failure**
- **1400+ DIDs (direct inward dialing)**
- **50+ 800 service numbers**
- **New VoIP system with customized call center applications**
- **Active/active failover among all hardware and services**
- **East and West Coast data centers with automated failover**
- **Diverse providers for transport**
- **Diverse backend providers of downstream services**

After working collaboratively with Amida Care and Gain to develop the strategy, ComTec was able to **implement the entire cutover and conversion in a single weekend**. Additionally, we completed off-line testing and verification on the first day live to ensure everything was running smoothly.

THE BENEFITS

Thanks to our innovative solution, Amida Care can now focus on pursuing its vision, without the constant threat of technology failure. In a single weekend, it switched providers with no downtime or loss of service and upgraded to reliable, scalable technology. Equipped with all the necessary tools for efficient communication, Amida Care can continue to grow while knowing that no technological failure can adversely affect it.

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