



## CASE STUDY

# Healthcare Trade Association: Emergency Medical Services

From Static to Seamless: How VoIP Transformed  
Communication for a Local Ambulance Alliance



### — NEED ANALYSIS: IDENTIFYING THE CLIENTS' TECHNICAL LIMITATIONS —

The client contacted TKS after facing persistent issues with their legacy phone system: missed calls, unsynced voicemails, and unreliable remote connectivity. These disruptions were affecting customer service and internal operations. After failed internal fixes, they needed a dependable solution. That's when they called TKS.

### — TRANSFORMING CHALLENGES INTO OPPORTUNITIES —

When the local Ambulance Alliance needed a phone system that could keep pace with its mission of supporting EMS providers statewide, it turned to Turn Key Solutions. The result? A smart, scalable VoIP platform that enhances collaboration. With reliable connectivity, the Alliance can more effectively deliver training, advocate for members, and coordinate emergency response initiatives, turning technology into a tool that advances the entire EMS community in Louisiana.

### — OUTCOME OVERVIEW —

We successfully implemented the TKS MICRO Phone System with advanced features like mobile apps, virtual voicemail & a 99.99% uptime guarantee. The client retained their existing numbers & received upgraded desk phones. The rollout resulted in faster internal communication, less downtime & scalable VoIP solutions to support future growth.

## Client Profile

**INDUSTRY:** Healthcare/Medical  
Emergency Advocacy

**LOCATION:** Louisiana

**SERVICES:** They advance EMS by championing providers through policy leadership, education & collaborative initiatives that enhance EMS leaders across LA.

## Approach

Turn Key Solutions took a hands-on, collaborative approach:

- Engaged in deep discovery & documentation of current systems
- Provided hands-on support & training for staff
- Deployed centralized monitoring & helpdesk tools
- Ensured all systems were fully documented & reviewed before go-live
- Telephony and Internet service provider cost analysis & cost reduction assistance

## Challenges

- Outdated phone systems with limited mobility & scalability
- Communication gaps during critical response times
- Desire to retain existing phone numbers & minimize downtime
- Need for a fast, disruption-free upgrade

## The Success Story

- Seamless setup with TKS White Glove Migration Services
- Desk phones with 12-line capacity and smart features
- Easy desktop and mobile apps for everyday use
- 99.99% uptime for reliable, worry-free service
- Kept existing numbers and added virtual voicemail
- Clear call quality and fast, local customer support
- Virtual receptionist to guide incoming calls smoothly
- Flexible call routing and voicemail management tools
- Mobile app works on both Android and iPhone devices
- Compatible with hundreds of phone models for flexibility
- Built to grow with TKS and support future expansion

## — TECHNOLOGY WITH HEART, SERVICE WITH SOUL —

At TKS, our mission is straightforward: to make communication stress-free, allowing businesses to focus on what they do best. However, we view our work as more than just technology; we see it as a service. We're dedicated to strengthening the communities we live and work in. That means showing up with the same honesty, loyalty, and care for our clients that we show our own families. We believe technology should connect people, not complicate their lives. That's why we design solutions that are reliable, scalable, and built for real-world needs. Every system we put in place and every call we answer is guided by our commitment to making business easier, relationships stronger, and our community more connected.

## Your next project deserves proven experience.

Learn how we help businesses grow.

[Get Help Now](#)

### What We Do Best

- What we do best is make IT invisible, because when it works, you don't have to think about it.
- Behind the scenes, though, we're proactively monitoring, securing, and optimizing your systems so your team can stay focused on what matters most—growing your business.
- That's why we've built a full suite of core services designed to keep your technology reliable, resilient, and ready for anything.

### Our Core Services Include:

- Fully Managed & Co-Managed IT Support
- Cybersecurity Focus
- Compliance Expertise
- 24/7 IT Helpdesk Services
- Backup and Disaster Recovery
- Smart Cloud Hosting and Management
- VoIP Phone Systems
- IT Project Management & Planning
- Incident Response Services
- Friendly, Fast, and Reliable Support
- Client Education & Employee Training
- And Much More...


### Why Choose Us?


- Why do so many businesses trust TKS? Because we get IT. You need IT that just works, support that's always on, and a team that listens.
- With 24/7 coverage and expertise across highly regulated industries, we deliver solutions built to meet compliance, performance, and business objectives.
- We don't just support your technology; we empower your business.

### What Sets Us Apart:

- 5-Star Google Review Rating
- 98%+ Client Satisfaction Rating
- 21 Core Team Members Across 3 Offices
- 4-Minute Average Support Response Time
- 26+ Years of Proven IT Leadership and Innovation
- 150+ Satisfied Clients Across the U.S.
- 99% Uptime Assurance, Ensuring Continued Access
- Award-Winning Support from Friendly, Local, Skilled Experts
- Specialized in Compliance, Cybersecurity, and IT-Reliant Firms
- Efficient, Mature, and Results-Focused IT Service Delivery



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