



**“Our recent engagement with MSN Communications regarding our telephony dial plan design exceeded expectations.”**

**Tom Kerwin VP/CIO  
Bob Barrett Director of IT  
Memorial Health System**

## **MSN Exceeds Expectations with Memorial Health System’s 5-Digit Dial System**

Memorial Health System, a world-class healthcare system in Colorado Springs, CO, had exhausted all the 4-digit numbers available to them and required a conversion to 5-digit numbers at several locations. With impending expansion, Memorial needed a new plan of action to alleviate this shortage. MSN, a Cisco-Certified Gold Partner, provided **Project Management, Staging, Engineering Configuration and Installation** for the implementation of the new dial plan. Siemens was responsible for all work performed on the existing Siemens PBX, but MSN worked directly with Siemens to formulate a final implementation plan and coordinated all implementation and testing procedures. This included work from some of MSN's most qualified personnel.

MSN provided detailed project planning and documentation with carefully formulated project milestones and objectives. The majority of the work involved with this project was the creation of a detailed dial plan and the subsequent materials associated with the implementation, testing and support of the new dial plan.

**“The project management was based on sound practices and the technical expertise was excellent. In addition, the night of our cutover your staff showed professionalism, expediency and a level of commitment which encourages Memorial Health System to feel that we are also in competent hands.”**

Tom Kerwin VP/CIO & Bob Barrett Director of IT, Memorial Health System

MSN was also responsible for all changes needed to the existing Cisco IP Telephony systems, which included the changing of all CallManager, IPCC Express and Unity systems. After the design and installation, MSN conducted complete infrastructure connectivity testing, including failover and redundancy, ensuring Memorial Health will never lack the dependable communications platform their business requires.

**“Thank you for providing an experience which was well-planned and executed. This project for us serves as a foundation for an environment where collaboration and planning results in goals achieved and customer satisfaction. We look forward to continued success in future projects with MSN Communications.”**

Tom Kerwin VP/CIO & Bob Barrett Director of IT, Memorial Health System



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