

**"In my 25+ years in the business, I have never received the type of service that I am currently enjoying today. I recommended that if anyone would like to save money, and streamline communications needs, your next call should be to PAETEC."**

George W. Seabury  
Manager, Telecommunications  
& Electrical Engineering  
St. Peter's Health Care Services

**Industry:**  
Healthcare

**Size:**  
4,000+ Employees

**Location:**  
Albany, NY

**Founded:**  
1869

**Web site:**  
[www.stpetershealthcare.org](http://www.stpetershealthcare.org)

## St. Peter's Health Care Services

### Customer

Founded by the Religious Sisters of Mercy in 1869 as St. Peter's Hospital, St. Peter's Health Care Services provides comprehensive, integrated care with more than 600 staff physicians and more than 4,000 employees.

In 2004, St. Peter's was among an elite group of hospitals when they were named a Top 100 Cardiovascular Hospital for the sixth year in a row. They were one of only seven to win the honor all six years it has been awarded – and the only one in New York State.

This kind of recognition is nothing new for St. Peter's. Other recognition includes their ranking in the top five percent of hospitals in the nation for Overall Cardiac Services, Heart Surgery, and Cardiac Interventions 2000 to 2002, MONEY® Magazine's top five hospitals in the Northeastern United States for heart valve replacements, and a listing in The Business Review as the New York region's "Best Employer."

Like all non-profit enterprises, St. Peter's strives to lower costs and streamline operations without sacrificing their nationally recognized high standards for patient care.

### Situation

Like many institutions under cost-containment pressures, St. Peter's had been dealing with an aging telecom infrastructure. However, there was an urgent need to upgrade from unreliable analog copper lines.

According to the Manager of Telecommunications & Electrical Engineering George W. Seabury, "Attaining reliability was my number one objective. When I had the analog service with copper lines, seven of 48 trunks were out of service every day. That was causing a lot of headaches."

There was a major stumbling block to improving this situation. The estimated \$100,000 needed to upgrade the system was simply unavailable, owing to the institution's tight operating budget.

**"This creative financing option was eagerly accepted by our CFO as a great way to reduce both our capital and operating budgets. PAETEC's EFS program worked exactly as they proposed."**

George W. Seabury  
Manager, Telecommunications  
& Electrical Engineering  
St. Peter's Health Care Services

#### Situation (cont.)

After St. Peter's telecom consultants reviewed the hospital's situation, they brought up a potential solution: talk to PAETEC about their Equipment for Services (EFS) program.

#### Solution

When the local PAETEC representative explained the EFS program, it looked like the perfect solution. The program provides customers with a unique method for acquiring equipment and software with minimal or no capital outlay, while recognizing a reduction in current network cost. It also offers an alternative to upgrading or replacing current data and/or voice equipment by leveraging the state-of-the-art technology and strength of PAETEC's network.

"It had everything we were looking for," commented Seabury. "We'd be getting PAETEC's competitive rates with an upgrade solution for all our telecom needs in one monthly bill for equipment, software, and telecommunication services."

St. Peter's ended up with was a single lease program for all of their voice needs. The EFS, bundled with this package, included over \$250,000 worth of upgrades to telecom equipment and infrastructure.

#### Result

St. Peter's system now operates over new, state-of-the-art PBXs and utilizes PAETEC's Local, Long Distance, and Toll-Free services throughout seven locations with 15 T-1s. Operator Services for patients are also included as part of the program.

For Seabury, "It was my first experience with a program like EFS. I was able to get the improved equipment I needed, as well as reduce my operating costs."

### Result (cont.)

“On the day of cutover, the entire account team was on-site. They personally tested our ported DID numbers and every outbound circuit. I was given service contact information, including home telephone and pager numbers. I have an 800 number for normal service and maintain direct contact with the team for all other issues. I was also given an escalation list for all areas of responsibility and a drawing of all circuits.”

As a result of this positive experience with EFS, St. Peter's is in negotiations for another EFS bundled contract with PAETEC that would extend the existing contract to five years and add data and Internet services.