

**"It has been a great experience for me to have a communications provider that is my partner, rather than my provider."**

Pablo Roman  
*Director of Information Technology  
AIDS Healthcare Foundation*

**Industry:**  
Healthcare

**Size:**  
22,000 Patients; 700 Employees

**Location:**  
Headquartered in Los Angeles,  
CA

**Founded:**  
1987

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

## AIDS Healthcare Foundation

### Customer

AIDS Healthcare Foundation (AHF) is committed to working to end the AIDS epidemic through prevention, research, and advocacy. AHF provides the finest medical care, assures that medically indigent persons infected with HIV have equal access to healthcare, partners with other organizations in order to insure appropriate outreach and continuity of care, and advocates for the rights of all persons living with HIV/AIDS.

### Situation

AHF has over 40 locations in California and Florida, with an additional 20 locations in 11 countries throughout the world such as South Africa, China, Haiti, and Mexico. With their previous provider, it was becoming too expensive to call between the seven California locations on a daily basis. Director of Information Technology Pablo Roman commented, "Every time our employees went to make a call they said to themselves, 'should I call or send an e-mail?'" Being a not-for-profit organization, saving money is critical. "Our revenue goes directly into healthcare and advocacy for all our HIV/AIDS patients," he continued.

The foundation wanted a better solution that would work with their growing business. Roman was first introduced to PAETEC through another communications provider, who brought PAETEC in as a "value-add." Prior to that encounter, AHF had not heard of PAETEC. "I was a little hesitant in regards to moving to an unknown provider, especially after so many communications companies had tried to compete and failed miserably," remarked Roman. However, when Roman saw that the PAETEC representative was very knowledgeable and willing to put the recommended solutions in writing, he felt as though he could trust PAETEC.

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### Solution

PAETEC is currently providing 10 PRIs, 49 DID banks, and Interoffice Dialing to AHF. "PAETEC promised that implementation would be seamless and it was," stated Roman. PAETEC made sure that AHF could continue to provide their patients with the care they needed, without interruption. Roman professed, "After implementation, we had a few minor issues with invoicing, but we worked together and the issues were resolved immediately." AHF was amazed at the ease of Interoffice Dialing and noticed immediate results. The foundation can now call between the seven California locations using a four-digit extension number with significant savings compared to their previous provider. Roman commented, "PAETEC has lowered my bill for local calls by 70%, which is roughly \$30,000 annually. That is tremendous savings for my organization."

### Result

AHF would like to expand their services at their existing locations and have PAETEC provide service to additional locations. Roman is reviewing PAETEC's product suite and is interested in adding PAETEC's Dedicated Long Distance solution. Roman stated, "Unfortunately, we are going to continue to grow, and I do mean unfortunately. Our business will not stop until the HIV/AIDS virus is eradicated." AHF is planning to expand their global presence from 11 to 30 countries and provide care to 100,000 patients, an increase of roughly 80,000 patients, by next year. "PAETEC's pricing structure and high-quality service has allowed us to provide better care and anti-retroviral medications to our patients," articulated Roman.

According to Roman, "It has been a great experience for me to have a communications provider that is my partner, rather than my provider. To that effect, PAETEC invited me to participate in their Customer Advisory Board (CAB) program." PAETEC values feedback from their customers and takes action to improve the service it provides. Roman enjoyed seeing PAETEC from the inside out, rather than the outside in. He concluded, "We have a strong partnership and great synergy overall."