



## Case Study

MedeAnalytics is a leading healthcare performance analytics company. They are revolutionising healthcare through the use of business intelligence to improve financial, operational and clinical performance - through the ability to measure every key metric necessary to successfully manage the business of healthcare. For providers, it's the means to segment patients by their ability to pay, determine which lines of service are most profitable, find cash that's been misallocated, move bad debt to charity care, avoid lawsuits and more. For payers, it's the means to monitor and manage provider contracts, analyse and trend call volumes in call centers, benchmark provider services and costs, improve provider relations and lower costs.

Mede Analytics did not have the internal resource to manage the mobile estate from both a timing and cost perspective. Therefore Mede Analytics were looking for a partner that could work with them on

delivering the communication tools and support that they needed.



Service and speed of response were key areas for Mede Analytics as mobile communications are vital within their business.

**“We do not have the time to manage day to day telecoms queries and with our previous provider we didn't receive that support we felt we needed. Trinity Maxwell give advice, insight and ensure we have a cost efficient, first class service”** said Tracy Allan, Administration Manager

Trinity Maxwell project managed the transition to O2 and provided an overview of the process throughout. This meant that Mede Analytics were kept fully up to date with the status of the transfer.

Since taking over the Mede Analytics mobile account, Trinity Maxwell have been able to offer full support and guidance and most importantly take the strain of mobile management out of Mede Analytics hands.

**“Trinity Maxwell ensured all users transitioned seamlessly and also understood how to get the most from their new device. Trinity Maxwell are always on hand and show willingness to listen, understand and they have exceeded all of our expectations.”** said Tracy

Trinity Maxwell's support level takes the pressure off Mede Analytics and allows them complete focus on delivering their own truly first class customer experience.



**“New devices and SIMs have been hand delivered to us without any delay. This level of service enables us to provide better service to our end users and**

makes Trinity Maxwell stand out from the rest” said Tracy

To find out more about our services go to:  
[www.trinitymaxwell.com](http://www.trinitymaxwell.com) or call us on 020 3137 8450

