

3CX Phone System Connecting 32 Healthcare Sites Across Australia

A healthcare provider with 16 sites in Western Australia, 14 in New South Wales and 2 in Victoria needed a single phone system to connect every clinic. We deployed a cloud-hosted 3CX platform with high-availability PABX, Swoop SIP trunking and softphones, cutting hardware costs and monthly call spend.

KEY RESULTS

32

healthcare sites connected
across Australia

~\$15,000

saved in hardware fees vs major
telco

~\$1,000

saved monthly in call costs

3

states connected - WA, NSW
and Victoria

BEFORE

- 32 separate clinics across three states running inconsistent phone systems
- Major telco quote included roughly \$15,000 in hardware fees alone
- High monthly call costs, especially for interstate and mobile calls
- Staff could not transfer calls cleanly between states or work from home

AFTER

- 32 - healthcare sites connected across Australia
- ~\$15,000 - saved in hardware fees vs major telco
- ~\$1,000 - saved monthly in call costs
- Deployed 3CX as a high-availability PABX hosted in Australian cloud infrastructure

"We went from 32 separate phone bills and systems to one clean platform. Staff can transfer a patient call from Perth to Sydney in seconds, and the savings were immediate."

- Operations manager, national healthcare provider