

Kelsey-Seybold Clinic

St. Luke's Episcopal Health System

April 2005

To whom it may concern:

Kelsey-Seybold Clinic, a part of the St. Luke's Episcopal Health System, is Houston's largest and most renowned private multi-specialty physician group. With 21 sites and servicing over 300,000 Houston-area as well as international patients, Kelsey-Seybold Clinic has been serving the community for over 55 years.

Telecommunications is a very important part of the total customer service experience of our patients. It is how our patients book their appointments and speak with their caregivers. When the Clinic experienced issues with their Symposium system, Enterprise Systems Corporation was selected to provide the telecommunications and Symposium knowledge and experience to solve the issues.

The Enterprise Systems Corporation team assigned to this task included Tommy Cross and Rodney Hyde. These two gentlemen provided an exceptional level of customer service and technical expertise to solve our issues. Enterprise performed a call flow study, issued redesign recommendations, and rewrote the scripts in Symposium. This directly and positively impacted our patient's ability to reach us in a timely manner.

I would highly recommend the services of Enterprise Systems Corporation. The value of their expertise and the level of professionalism is outstanding. A most important piece of the way that Enterprise Systems conducts business is continued support after the project was completed. They were available to assist us with changes and additional enhancements after our system went live.

These are the folks that you want to entrust the care and feeding of your Nortel Networks systems to in order to ensure a healthy and well-performing telecommunications system.

Sincerely,

Jerry Raiford
Director of Technology
Kelsey-Seybold Clinic
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