

# MMS Serves Up Success With Verizon Business Solution

**Morrison Management Specialists, Inc.**  
Atlanta, Georgia

## Business Challenges

- Improve operational efficiencies
- Secure a flexible, scalable solution
- Reduce total overall cost of ownership

## Network Solution

- Hosted IP Centrex

## Business Value

- **Optimize.** Streamlined telecom operations, while improving operational efficiencies
- **Grow.** Provided a flexible, scalable solution to support future growth
- **Succeed.** Enhanced user benefits and enabled a regional telecommuting strategy

**Morrison Management Specialists, Inc., (MMS) leveraged a strategic Verizon Business solution to create operational efficiencies, enhance user benefits, and support a regional telecommuting strategy.**

## Company Background and Industry

Morrison Management Specialists, a member of Compass Group, is one of the nation's largest providers of contract food services to hospitals and retirement homes. MMS is the only specialist that is dedicated exclusively to providing food, nutrition, and dining services to the healthcare and senior living markets. The company's two operating divisions, Morrison Healthcare Food Services and Morrison Senior Dining, oversee food service operations for 350 acute care and 250 senior dining clients in 38 states. The Atlanta-based company employs more than 14,000 team members who are committed to delivering innovative services and guaranteed cost savings to their clients. MMS has achieved success by focusing on high-quality, customized solutions for some of the largest and most prominent healthcare providers in the United States.

## Key Business Challenges

MMS designed their core business offering around the unique challenges of their target customers: healthcare systems, hospitals, and senior living communities. In recent years, tremendous cost pressures associated with industry regulations and managed care cutbacks have taken their toll on industry clients. In addition, patients are living longer and have more complex nutritional requirements, which puts pressure on in-house food service operations. These trends have forced healthcare facilities to consider outsourcing food service in order to reduce expenses and increase revenue. Healthcare providers are seeking partners they can depend on to provide quality contract food services that enable them to reduce costs and enhance patient satisfaction.

With such an emphasis on cost reduction among their customer base, MMS must keep a constant eye on reducing their own cost structure, so they can continue to guarantee cost savings as part of their service offering. To that end, MMS Telecom Manager Pat Nesmith began seeking ways to use emerging technologies to reduce operating expenses. Nesmith's immediate need was to upgrade the phone system within the company's regional office in Blue Bell, Pennsylvania. The ideal solution would require limited capital expenditures, provide enhanced user functionality, and offer an impressive return on investment (ROI).

## The Solution

Nesmith selected the Verizon Hosted IP Centrex solution to replace the company's regional office phone system. "With Verizon's Hosted IP Centrex, we avoided having to purchase a new PBX and were able to eliminate a T1 line, which further reduced our costs," notes Nesmith. In addition, the solution provides enhanced flexibility that enables him to seamlessly connect Blue Bell's voicemail system with the company's headquarters in Atlanta. The robust product features also offer Nesmith a web interface that he can use to manage the network remotely from the Atlanta office. The staff in Blue Bell is also pleased with the solution's advanced features, such as Automated Attendant and Call Blast, which enable them to communicate more efficiently with office employees.

## Case Study

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### About Verizon Business

- Leading provider of advanced communications solutions for business and government
  - Owns and operates one of the most expansive IP backbone networks in the world
  - Offers services on 6 continents, in 150 countries and more than 2,800 cities around the globe
  - Offers innovative applications to help simplify, secure and transform businesses
  - Delivers converged and integrated services that bring communication solutions together
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### Why Verizon Business?

Verizon Hosted IP Centrex is designed for customers that want all the features of a PBX or key system without the associated capital, lease, or maintenance costs. All PBX functionality resides within the Verizon network, which eliminates the need for infrastructure investments or monthly maintenance costs. The solution delivers a top-quality, highly reliable telephony system that is easy to use and manage. The unique features of this Verizon Business solution made it a good fit for MMS.

### Results and Next Steps

When Nesmith purchased Verizon Hosted IP Centrex, he had not considered the regional office's upcoming move to nearby Wayne, Pennsylvania. He was pleasantly surprised how easy it was to move the phone system to the new building. "Because there was no PBX to relocate, transferring the telecom system was a "plug and play" snap," says Nesmith. "It took the Verizon engineer and me just two and a half hours over the weekend to have the network up and running in the new facility."

An added benefit is the ability to provide telecommuting options for workers whose commute was lengthened by the office relocation. Employees were provided an IP phone for their residence and use the web interface to seamlessly forward calls to their home office. The feature enables MMS to further their mission of providing a meaningful difference in the lives of their employees and, at the same time, create operational efficiencies and enhance overall productivity.

