



Compunetix Deploys 250th MVP

Compunetix is pleased to deploy our 250th [Mission Voice Platform](#) (MVP). The MVP system serves the communications needs of critical, real-time command center applications. Mike Hockenberry, Vice President and Federal Systems Division Manager, said "As a 4th generation mission voice product, Compunetix endeavored to incorporate decades of customer feedback, and our own best ideas and lessons learned into MVP's design. The popularity of MVP is an affirmation of how our attention to our customers' very stringent requirements with respect to human factors, security, advanced features and other needs unique to their environments continues to serve the mission voice community well."

Compunetix Teams Up With Touchtown

Since its release, our powerful [WebRTC Video Call Center](#) (VCC) has been at the center of a campaign to increase access to remote services across many industries. We've talked at length about its dynamic set of features and functionality that allow it to seamlessly integrate into or expand existing workflows and how its focus on high quality and high security makes it the perfect tool for even the most sensitive/private services (doctor visits, banking, etc.)

Well, now we have the perfect customer integration to prove it!

Over the past year, Compunetix teamed up with fellow Pittsburgh-based business, Touchtown, a software company focused on community engagement in senior living communities, to integrate Video Call Center into their Community Apps platform. The Community Apps platform is an intuitive tool built to enable seniors to easily engage with each other and with the community in which they live.

[Click here](#) to learn more about the Video Call Center integration with Touchtown's new Video Concierge.

[Mike Rethage of Touchtown discusses that company and the Compunetix partnership with the Pittsburgh Technology Council's Jonathan Kersting on TechVibe Radio's Summer of PGH Tech Stories.](#)

Innovative Telehealth Solutions for Rural Populations

Compunetix is committed to helping healthcare organizations provide their patients and community with secure, virtual access to medical professionals during COVID-19 and in the future. Increased demand, access, aging, and transportation are significant public health concerns, especially in rural areas.

Recently, Compunetix partnered with Clinch Memorial Hospital in Homerville, Georgia to bring telehealth to their community. In the past decade, seven rural hospitals in Georgia have closed due to financial constraints, leaving communities without healthcare providers, notably OBGYNs and pediatricians. Clinch Memorial Hospital was on a similar path until Angela Ammons was appointed to CEO in 2017. Ammons was able to change the company's culture, implement new innovative programs, and expand service lines. This turnaround enabled a multitude of improvements, such as a new family practice, Compunetix telehealth portal for patient care, online pharmacy system, medical stabilization program, updated medical equipment, and much more.

Clinch Memorial Hospital required a telehealth partner and program that could provide:

- Easy accessibility by mobile and smart devices, with no download required
- Face-to-face video conferencing with the ability to triage and transfer patients
- Quick and seamless implementation without the need to purchase additional equipment
- Effortless adoption without a strenuous training and onboarding period
- Customized and brandable portal interface stay without sacrificing the quality of care.
- HIPAA compliance



Video Call Center (VCC) for healthcare is a browser-based, real-time voice and video workflow solution for healthcare providers that need to remain available to their patients in safe and secure manner. This HIPAA compliant solution enables secure communication with no download or application installation. Patients need only click a secure link to be connected with a healthcare provider via internet voice and video.

Compunetix's expertise in the video conferencing industry combined with Clinch's dedication to providing accessible healthcare created a successful partnership. [Click here](#) to read the case study.

We're Here to Support You

We have recently streamlined the process for reaching CSD Support by phone. Here are the new numbers. To reach CSD Support by phone, please call 800-674-3351. International callers can dial +1-412-858-7174. At the menu, please select option 2 for Summit/Summit Olympus support.

During business hours (08:00 – 17:00 US Eastern Time), this number will ring to all available Engineers. After hours, you will be asked to record your name, and the system will first call the on-call Engineer. If that Engineer is not available, it will attempt to reach all other Engineers in the group, followed by the Director of Customer Service, followed by the Division Manager.

Contacting Customer Support:

Helpdesk (24x7):
800-674-3351 | +1 412 858 7174

csdsupport@compunetix.com

