
Arc Solutions and EXTENSION, INC. to Collaborate on Software Solutions

Using the industry standard HL-7 protocol, real time patient and staff contact and presence status information can now be shared across Arc, EXTENSION, and a host of other software applications. One key advantage is that healthcare receptionists and telephone attendants can have rich, accurate information relating to patients and medical staff at their fingertips, via the Arc attendant operator console.

"We are delighted to be working with a company that has vast experience in this extremely specialized field, and who fully understands the complex needs of the healthcare sector," said Richard Betts, President, Arc Solutions Inc. "This strategic relationship brings together the power of a collaborative software solution from Arc, Cisco and EXTENSION and ensures that patients are provided the best possible service, and staff have the collaboration tools at their disposal to do the best job possible."

"Working with Arc has opened up even more opportunities for us, in expanding our healthcare proposition to include call answering positions within clinical institutions," said Todd Plesko, CEO at EXTENSION, INC. "The combination of our healthcare focus and the leading Cisco call handling technology from Arc, provides customers with an extremely powerful tool that will increase communications efficiency, save time and ultimately further improves patient care."

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