RingPlan

The Provider of Choice for

Scalable Telecom Solutions for Multi-Location Healthcare

Disjointed telecom operations create bottlenecks that impact efficiency, revenue, and patient care. Multi-location healthcare organizations often struggle with fragmented vendors, rising administrative costs, and missed patient interactions.
The result? Lost time, money, and opportunities.

RingPlan provides a seamless, scalable solution to eliminate these challenges–transforming disorganized systems into streamlined, data-driven operations. Especially in today's market, where many PT clinics are purchased based on EBITDA multiples, these improvements make your business a far more attractive acquisition target.

Common Healthcare Challenges

- ✓ Multiple telecom vendors **complicating operations**
- ✓ **Inefficiencies** lowering productivity and profit
- ✓ Missed calls **reducing revenue** opportunities
- ✓ **Lack of data** for informed decisions
- ✓ **High labor costs** for admin tasks

RingPlan's **Impactful & Measurable** Solutions:

Virtual Assistant (VA) Call Center
Dedicated for inbound calls, insurance verification, and patient follow-ups.

Cloud-Based Phone System
Standardized communication across all locations.

Advanced Reporting & Analytics
Allowed strategic scheduling changes and increased efficiency.

Automation & Integrations
Custom workflows streamlined patient interactions increasing profitability.

Cost Savings & Operational Efficiency
Streamlined services for annual savings (See how RingPlan helped Empower Physical Therapy save over $60,000/mo).

Increased EBITDA & Acquisition Readiness
Directly increased EBITDA by lowering costs and improving operational performance.

See How RingPlan Helped Empower Physical Therapy Increase Their Value in BIG Ways!

66%
Cost Reduction in Scheduling Operations

95% +
Call Answer Rate

50%
Increase in Booked Appointments

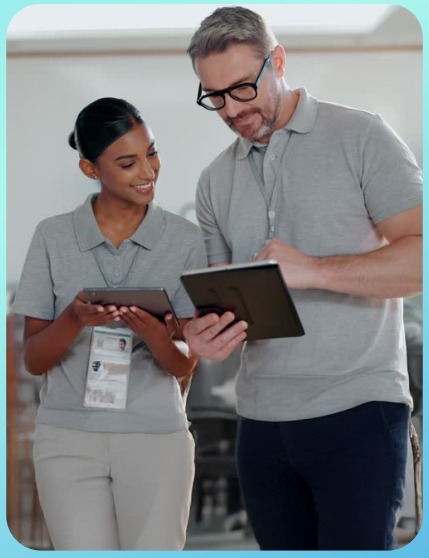
Read Empower Physical Therapy's Case Study --→

RingPlan

CASE STUDY

From Fragmentation to a Scalable, High-Value Business

Unimaginable Success Through Innovation and Operational Transformation



ProActive Physical Therapy's Evolution with RingPlan

ProActive Physical Therapy & Sports Medicine was a small but growing business in San Diego. Realizing the limitations of their business phone service provider, they turned to RingPlan for the level of service their growing business needed.

> ***We were growing our company at the time…and learned that we needed something a little bit more sophisticated."***
>
> Jack Pentlarge
> Owner ProActive Physical Therapy & Sports Medicine

Through modernization, great service, and support, RingPlan helped ProActive grow to 6 successful and reputable Physical Therapy clinics across San Diego. After 14 years of trusted service, ProActive was approached by a RingPlan competitor who promised more features, and they chose to make the switch.

Time went on and ProActive was acquired by Empower Physical Therapy, a rapidly growing healthcare provider with 50+ clinics across Arizona, California, Texas, and Louisiana. While the acquisition went well, service with the new telecom provider declined significantly.

Service disruptions, skyrocketing costs, and unreliable support led to bottlenecks in operations and made it clear that the wrong telecom partner could hurt business performance and appeal. It didn't take long for ProActive to realize their mistake.

ProActive, now part of Empower Physical Therapy, returned to RingPlan – and the results were better than anyone could've imagined.

- ✓ Missed calls dropped by over 90%, dramatically increasing scheduling efficiency.
- ✓ All six locations streamlined under a single, seamless telecom solution.
- ✓ Patient satisfaction and appointment retention improved dramatically.

When Results Are This Good – People Take Notice

> ***We needed a more robust and, dare I say, less juvenile system than what we operated on previously."***
>
> Michael Edgington
> Regional VP of Operations & Physical Therapist for Empower

Prior to acquiring ProActive, Empower's rapid growth across the Southwestern U.S. left them with a fragmented telecom system across all 53 locations. Multiple providers meant scattered invoices, operational chaos, and an overwhelmed accounts payable department struggling with more bills each month than they could handle.

For a year, Empower received detailed reports that painted a clear picture of how RingPlan was transforming ProActive's operations. They saw firsthand how the right technology infrastructure **increased efficiency, reduced costs, and created a high-performing, scalable business.**

RingPlan's philosophy—Helping will sell, selling won't help—rings truer than ever here. Even as a large telecom company, working nationally with multi-location businesses, integrity, honesty, and working for the customer is still a driving force. RingPlan didn't sell Empower its services, Empower saw it for themselves in the way they helped ProActive. The unmatched service and support they witnessed, alongside the undeniable results they were tracking, led to an obvious, data-driven decision to entrust all Empower locations to RingPlan's team. They knew that RingPlan could deliver the enterprise-grade solutions needed for seamless growth and scalability.

Innovation at Its Best

RingPlan isn't just a communications provider. While offering phone, internet, fax, and virtual assistant (VA) services is of value, that's not what creates success. The secret sauce is how it's all put together to solve customers' needs. That's what makes RingPlan stand head and shoulders above the rest with an unmatched level of service and support in the industry.

Triple Play Solution

1. Phone
2. Internet
3. Virtual Assistance

Ringplan dedicated our agents to Empower as part of a tailored solution addressing one of their biggest concerns: their poor answer rating. Results were immediate:

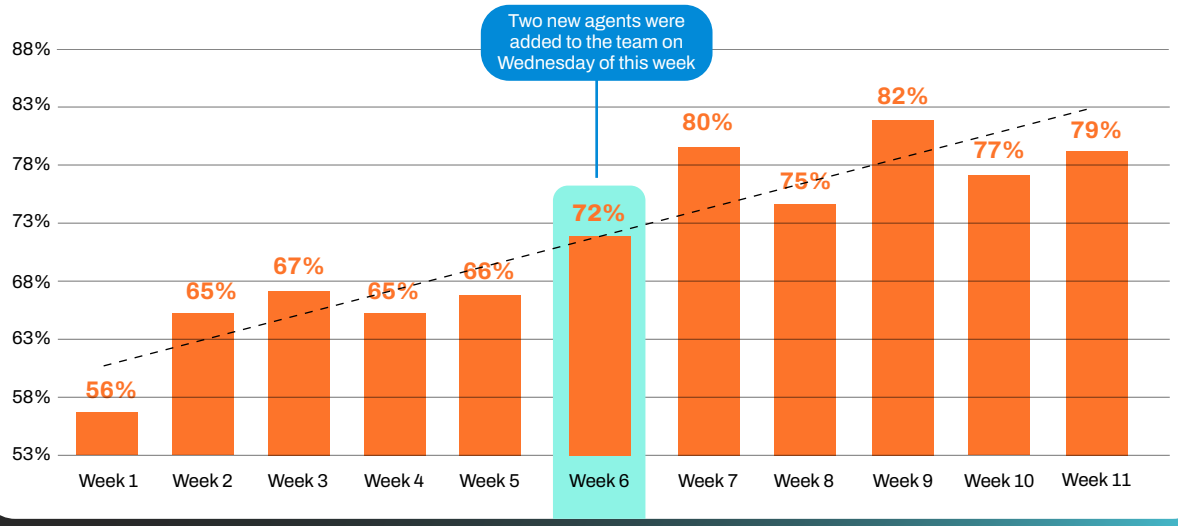
01 **The average handle time was reduced by 3 minutes.**

02 **The answer rate increased to 95% + for their scheduling line.**

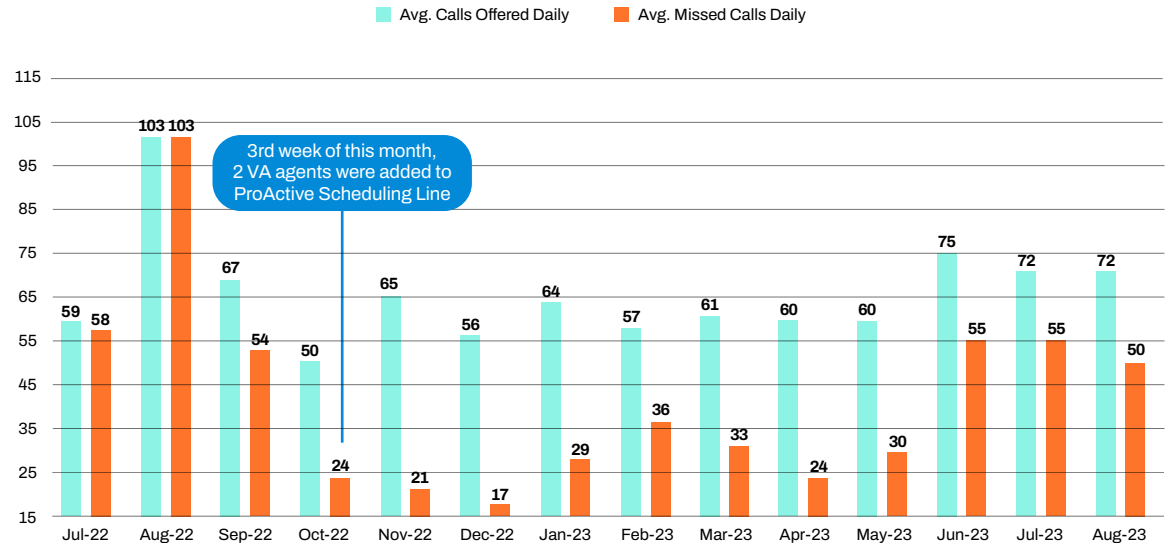
03 **Evaluations scheduled increased by 50% and keep rising.**

04 **Completed Evaluations increased 60% due to our follow up process.**

Answer Rate Improvements After Adding Two VA Agents



Avg. Daily Calls Offered VS Daily Missed Calls



What started with two RingPlan VA agents has now grown to agents all over the globe dedicated to Empower PT. These agents have revolutionized Empower's operations by providing invaluable and efficient talent in roles like:

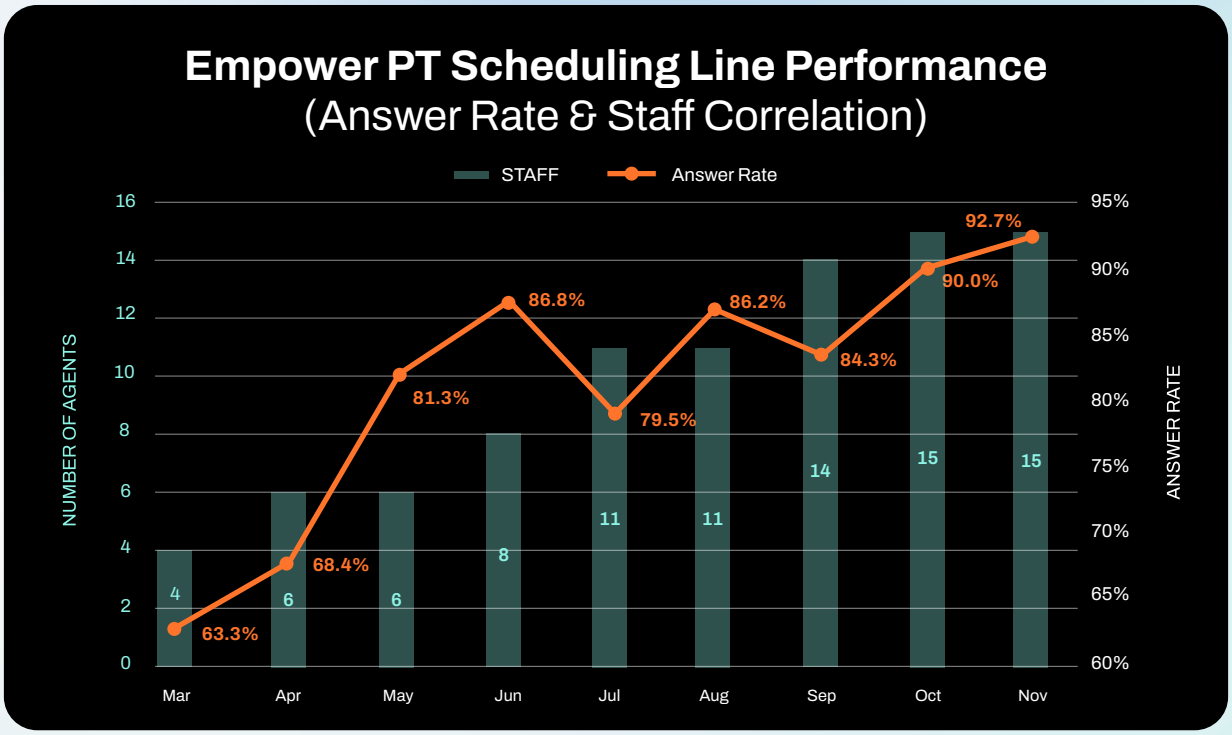
- **Scheduling Lines**
- **Phone Operator**
- **Data Entry**
- **Verification of Benefits (VOB)**

Taking service and innovation to the next level, RingPlan created our Front Desk solution for Empower. Virtual agents greet and check patients in via face-to-face video on an iPad and let them know when they're ready to be seen.

Post-appointment, the same system allows the patient to schedule their follow up appointment before ever leaving the clinic, increasing follow-up percentages and ensuring a full clinic schedule.

Not only increasing revenue potential but saving money by staffing at a third of the cost.

The focus on maximizing clinic schedules isn't always seen as a telecom solution, but RingPlan knows your business and knows how important it is to a clinic's bottom line. The right team operating a peak performance through data-driven optimizations directly correlates to the revenue a clinic sees from their books being filled.



Operational costs for clinics are rising, salaries are increasing, and insurance reimbursements are only decreasing. RingPlan knows that the only area to improve financial success for clinics is operational improvement in the operating margin.

RingPlan Customized Solutions for Increased Operational Efficiency

- ✓ **One Provider for All Locations –** Phones, internet, fax, and virtual assistants consolidated under one roof.
- ✓ **Dedicated Virtual Assistants –** Handling scheduling and insurance verification, saving thousands in staffing costs.
- ✓ **Automated Patient Scheduling –** Reducing appointment gaps and maximizing clinic revenue.
- ✓ **Enterprise-Grade Call Center Integration –** Ensuring every call is answered and converted into revenue.
- ✓ **Immediate Cost Savings –** In excess of $60,000 per month saved in scheduling inefficiencies alone.

> ***RingPlan came into the equation, and they were able to connect all those disparate pieces and then really pull back the curtain on a world of data analytics that I couldn't have even imagined to be available before they came on the scene."***

Michael Edgington

Regional VP of Operations & Physical Therapist for Empower

The RingPlan Effect: A More Valuable Business

With a unified, scalable telecom solution and enhanced revenue potential, RingPlan didn't just improve operations for Empower, they made their business more valuable, driving a significant boost in EBITDA—one of today's most critical metrics for valuation. The operational efficiencies and cost savings powered by RingPlan positioned Empower for exponential financial growth and made their business substantially more attractive to potential future buyers.

By streamlining operations and reducing costs, Empower experienced a marked increase in EBITDA, a key indicator that many PT clinics are now being acquired on. In today's market, where robust EBITDA performance can command high acquisition multiples, these improvements can be a game changer. Just consider the public acquisition of Confluent Health, which sold at an impressive 12.5X EBITDA because they were organized and operated with systems like those RingPlan provides.

That's the RingPlan difference.

> ***In my position, I get the luxury, and sometimes not the luxury, to work with many vendors – and this group has been incredibly easy to work with. I've really valued my time, and I've learned a lot from them. And that is not something I can say for many, if not most, of the vendors we work with. So, I would have no problem recommending this group to anyone!"***

Michael Edgington
Regional VP of Operations &
Physical Therapist for Empower

Are You Ready to Unlock Your Business's Full Value?

If your multi-location healthcare practice is losing revenue to inefficiencies, missed calls, and scattered telecom systems, it's time for a change. RingPlan is your partner in operational transformation, cost savings, and business growth–not just by boosting revenue but by increasing EBITDA and overall profitability. With a streamlined, acquisition-ready profile, your clinic will be positioned as a high-value asset in the marketplace–providing you unlimited options for the future.

Contact us today and see what a seamless, scalable telecom solution can do for your business and its future.

We're Not Just a
Telecommunications Provider,
We're an Enterprise-grade Operational Partner.

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