


## on demand

## Michigan Hospital Alliance Insurance Corporation

### Challenge



Michigan Hospital Alliance Insurance Corporation in Lansing asked Allied Office Interiors to install new carpet and reconfigure its existing furniture. During the planning process, MHAIC revealed voice and data cabling concerns. Allied's sales rep discussed its business relationship with Site Services Inc., explaining that Allied and SSI have worked as a team to provide Dow Corning Corporation's corporate campus with office reconfigurations. In fact, they recently formalized the relationship to promote voice and data cabling as part of Allied's service offering. As a result of the discussion, SSI was asked to provide a quote based on using preexisting cable.

### Solution

An SSI designer visited MHAIC and wrote a proposal with competitive pricing using preexisting cable wherever possible. However, the SSI designer felt it would be more costly to reuse the existing cable than to install new cabling—so the proposal included an option for all new cabling and voice/data integration. It also included new racks in the closet, and fiber between the closet and computer room. After reviewing the quote, Toni Smith, information systems manager for MHAIC, chose SSI over other vendors because "Allied had worked with them." She also based her decision on the solutions provided, the cost, and the personalities of the people involved. However, she voiced a major concern: that the project be done on time and within budget.

### Results

The project was, indeed, completed as promised. Smith summed it up succinctly: "On time. In budget. Great guys to work with. Great solution." She added that her life is easier and that MHAIC is now self-sufficient.

