

HEALTH CARE



Safe, secure, reliable.



VOICE – Cloud phone systems for office spaces.
HIPAA Compliant Business Phone Solution



When lives are on the line, secure, high quality communications tools can have a critical impact on achieving better patient outcomes. Norstar provides a cost-effective and flexible solution for your business communications. Simple, worry-free business communications.

No equipment to buy, manage or maintain. Norstar will provide all equipment and services as part of your low monthly service cost. Scale up or down according to your needs. Leave the management and maintenance to us. Enable doctors, technicians and staff to collaborate instantly among themselves and with patients via secure chat, text, screen sharing, and audio and video conferencing. With Norstar Unified communications, your staff can easily find all files, calls, messages, and colleagues in one place, keeping your staff focused on what matters.

Provide remote consultations and share x-rays from desktop, tablet and smartphone devices with Unified Communications and enjoy Features, such as virtual receptionists, flexible call routing options and call recording among many others. Norstar Desktop is a powerful collaboration tool that combines all of your business communications in to a simple and easy to use application.

Norstar Desktop provides:

- [Internal Instant Messaging](#)
- [Integrated Softphone](#)
- [Unified Communications](#)
- [Video calling](#)
- [Audio Conferencing](#)
- [Personal Presence](#)
- [Call Control](#)
- [Speech-to-Text Voicemail](#)

Norstar delivers the most cost-effective, reliable, feature-filled business communications solution.

No equipment to buy, manage or maintain. Norstar will provide all equipment and services as part of your low monthly service cost.

Premium features include: Unlimited local and long distance, video calling, SMS texting, instant messaging, mobility, presence, Voicemail to Email, Hunt Groups, Auto Attendant and one-click conferencing plus many more features (50 Total) integrated into a single application. Norstar Healthcare Solution is a HIPAA compliant VoIP solution for medical providers.

Need to video conference together with your partner in another office, your patient, and your staff? Norstar Unified Communications does that. You get video conferencing, screen share, and instant messaging & presence in a single app.

- [Cloud communications](#) (with 50+ features) mean one phone number, always available service, and the ability to keep working over your remote device
- Your [Norstar UCaaS](#) phone number works on your desk-phone, mobile phone, and tablet. No need to give out more than one number anymore, or manage multiple voicemail boxes.
- Office receptionists can manage and route incoming calls for a work group or the whole office. Or, your office can rely on an [automated receptionist](#) (auto attendant).

- Calls transferred from the office receptionist will reach the intended party, anywhere, on their choice of device.
- Voicemail is delivered to your email inbox. Listen to the audio recording or read through the transcribed text.
- Call jump: This feature transfers the call seamlessly from your office to your mobile phone (and back) without the caller even noticing.
- Hear your clients clearly with superior voice call quality. Everyday interactions with clients and business partners are made simpler with powerful Hosted Voice [calling features](#).
- Voicemail with notification management: If employees happen to miss a call, they can receive an email transcription of any voice mails so they can more easily follow up with every caller.
- Hold a video conference for staff or doctors. Offer webinars for staff or patients. Share your screen and conduct an IM chat. Norstar One provides five real-time collaboration tools in one easy-to-use app, available for virtually any device.
- Access voicemails in your Inbox, delivered as audio files and transcribed to text.

Safe, secure, reliable

Norstar is a HIPAA compliant VoIP solution for medical providers. Fully encrypted—other VOIP providers are not.

SIP Trunking / VoIP

Consolidate Voice & Data with Business Class SIP Trunking

Bring together your data, voice, and Internet over your IP connection to improve network capacity, increase productivity and reduce costs. SIP Trunks are significantly less expensive than traditional analog lines and PRIs.

24/7/365 SUPPORT

24/7 troubleshooting and issue resolution with US based customer support. Norstar allows unlimited access to our USA-based live-answer support team so that we can provide training and support.

Contact Center

Enhance your CRO with our powerful omnichannel support capabilities. Norstar's portfolio of flexible contact center solutions provides advanced features such as intelligent call routing and media handling and Interactive Voice Response (IVR). Contact center agents can respond to all customer requests through a single interface that is easy to use and navigate.

Mobile Applications

Diagnose, consult or collaborate with mobile-enabled conferencing.

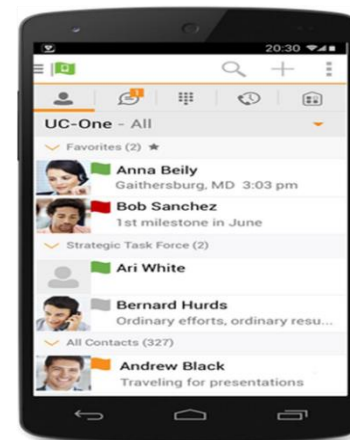
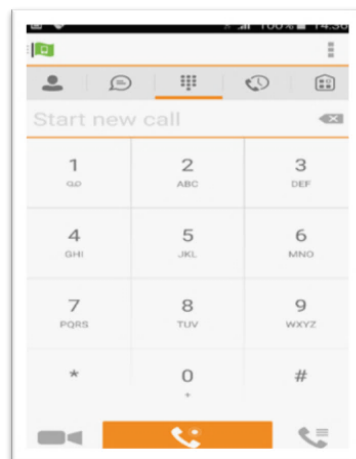
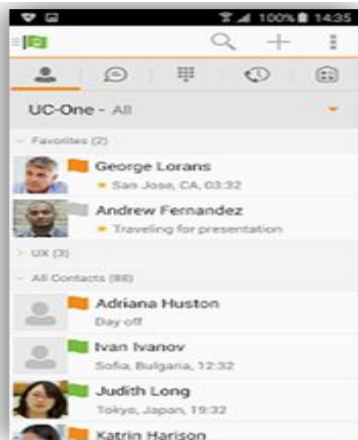
Most medical professionals spend their time traveling from room to room, visiting patients. Norstar UC-One Mobile allows you to connect to coworkers and clients from your mobile devices. With the Norstar UC-One mobile application, you have the power of your entire business phone system in the palm of your hand. Norstar UC-One enables the level of mobility demanded by healthcare professionals with features such as Find Me - Follow Me, and the ability to access voicemail through email.

Norstar Cloud provides full video communication from our Video Phones, Video on the Desktop and Video on your mobile devices. Video calling is a default standard on the Norstar Cloud platform and it even supports Video Voicemail.

Send and receive messages tagged with patient data and care team information. Seamlessly access calling and secure texting from within Norstar mobile apps. And much more.

Manage your fleet of mobile devices from one portal in the cloud. You'll be able to keep tabs on every device and better control security and compliance settings system-wide.

Make calls from your cellphone without displaying your personal Caller ID information.



Mobile caller ID matches office phone identity

- Use your business phone number from your cell phone.
- Switch from Wi-Fi to your cellular network in times of bad connectivity.
- Send and receive business SMS
- Use internal instant messaging
- View personal presence
- Access voicemail
- Check call logs

Affordable Pricing

- UNLIMITED CALLING US, CANADA & PUERTO RICO.
- A plan for every budget. Hosted Voice customers typically save 30% to 50% compared to traditional phone systems.

COMPARE PLANS

See All 50 Features



Norstar Desktop is a powerful collaboration tool that combines all of your business communications in to a simple and easy to use application. Norstar Desktop provides:

- Internal Instant Messaging
- Personal Presence
- Video calling

Audio Conferencing
Unified Communications

Integrated Softphone
Call Control



Video conferencing is a highly useful technology for real-time telemedicine and telenursing applications, such as diagnosis, consulting, transmission of medical images, etc... With videoconferencing, physicians and other paramedical professionals can discuss cases across large distances. Special peripherals such as microscopes fitted with digital cameras, video endoscopes, medical ultrasound imaging devices, otoscopes, etc., can be used in conjunction with video conferencing equipment to transmit data about a patient. Norstar provides full video communication from our Video Phones, Video on the Desktop and Video on your mobile devices.

Fixed Wireless

Norstar's Fixed Wireless technology provides carrier-grade Ethernet connectivity delivered by microwave technology. Fixed Wireless is an excellent solution for high-capacity applications supporting voice, Multi Protocol Label Switching (MPLS) and Dedicated Internet Access (DIA) services. Fixed Wireless has 100% access diversity from traditional local exchange carrier (LEC) routes and offers a high-speed access alternative for businesses. Fixed wireless Internet networks employ encryption and high levels of security.

LTE Backup

You can't afford to experience a network outage. We install fully integrated secondary circuits to support your uptime requirements and give you peace of mind. LTE Backup is great for medical & dental offices and clinics.



Norstar Network



NETWORK

A Norstar Network infrastructure provides healthcare practitioners and institutions with the connectivity and bandwidth required to take advantage of better medical practices through technology. Telemedicine, remote diagnostics and alternative healthcare delivery methods are successful with the advanced Network fiber infrastructure. Greater bandwidth allows better patient care through real time face-to-face communication; connecting to healthcare professionals in remote locations or when a specialist is not available nearby.

- High-speed connections for staff, patients, and families.
- Secure, private networks for doctors, nurses, and office staff
- Network redundancy and business continuity solutions are available through our fiber networks and broadband wireless connections.
- Nationwide redundant MPLS network for maximum SLA-backed up-time. Our private MPLS network provides reliable, HIPAA-Compliant connectivity for health providers. Our carrier-grade, private MPLS network and nationwide fiber footprint offer reliability, security and uptime.
- **Fast Internet Access** **Full Gig E-Services** **Private Metro Fiber Networks**

Our services can provide your healthcare organization with a network connection that's fast, secure and cost-effective, allowing doctors and staff to send all types of information, files and videos safely and quickly. We design hospital networks from the ground up to HIPAA requirements. Healthcare providers often lag behind in adopting new technology, but with the ever-increasing amount of patient data that must be stored, cloud is becoming the go-to solution. Cloud computing for healthcare provides an efficient and reliable computing solution that meets requirements of the industry, like HIPAA.



Connect the entire office or facility with our fastest wireless Internet.

- Give patients & employees the ultimate experience with Norstar Wi-Fi. Managed Wi-Fi is a secure, scalable, end-to-end wireless networking solution that helps health care providers to provide seamless Wi-Fi Internet access virtually anywhere across its premises with comprehensive management tools that help manage and maximize wireless access.
 - Stream and transfer files fast with no data limit.
 - Give staff and visitors separate high-bandwidth networks.
 - Receive automatic upgrades and easily monitor your network.

Maximized Security



The security of your patients' information, as well as the security of your network, is sacrosanct. As a managed security services provider, we can help your organization Assess, Protect, Detect, and Respond to threats. We can provide risk mitigation analysis, as well as a complete security solution. Norstar works with our healthcare clients to deliver a truly secure network solution by integrating with our Firewall-as-a-Service solution. This enables the healthcare organization with DDoS protection, traffic filtering, Unified Threat Management (UTM) and much more. New standards require more stringent security standards for all devices that you use in treating patients. As technology changes and more devices are created and used, you need to ensure that you protect your staff and your patients while they are in your care. However, no matter how effective a tool may be, it must be handled correctly. This is where our expertise really comes into play. We have an experienced and knowledgeable team, that is ready to act at the shortest notice in order to keep the data flow flowing. We believe in fast response, competence and accountability and we don't hesitate to assume these roles.

Secure your network with a business-grade firewall.



Norstar Unified Threat Management (UTM) provides advanced comprehensive, multi-layered security that safeguards your network and information assets against viruses, malware, and emerging cyber threats. Norstar managed network services combine Next-Gen Firewall, Intrusion Detection/Prevention, endpoint protection, authentication, Content Filtering, and Antivirus & Anti-phishing for a complete, integrated, end-to-end network security solution.



Norstar DDoS Mitigation

With Norstar, you'll get access to an easy to use, enterprise-grade powerful technology system with no on-site maintenance required and around-the-clock support. Upgrade your system—and your quality of service. Experience simple setup, automatic updates, and user-friendly admin portal. 24/7 US based support.



SD-WAN

An SD-WAN solution provides the most flexible, reliable and cost-effective basis for supporting the applications and branch offices. Latency, packet loss and jitter are measured for each circuit, which allows traffic to be redirected as needed to reduce congestion and ensure top-notch performance for critical applications. SD-WAN offers reliable connections and application performance. It does this by providing redundant failover to the best available circuit. A managed SD-WAN solution will also include 24/7 monitoring of all WAN traffic to control load balancing to meet your specific needs.



Backup & Disaster Recovery

Enterprise grade backup, disaster recovery and business continuity solutions. Our business continuity planning is crucial to Health Care industry; we ensure all of your data, documents, contacts and applications are backed up so that hardware issues, data breaches, or other IT issues don't lead to downtime. No matter what disaster hits, you'll always have everything you need to continue working on your cases. Protect your EMRs with secure, off-site data storage. Full regulatory compliance for audits. Encrypted transmission of patient files.



DATA CENTER SERVICES

Secure, compliant data center colocation to run your servers.

Norstar offers the highest quality protection for your data and information in our secure, redundant and geographically diverse data centers.

When you collocate your servers at Norstar's certified facilities, you will enjoy the following benefits:

High-speed, redundant connectivity for super-fast access to client data.

Greater security and enhanced performance over hosting at your location.

Total control over your servers with 24/7 key card access.

Optional managed services that allow you to reduce IT support costs.

Support 24/7



Consider our support team to be an extension of your team who understands your environment and works directly with you to ensure your infrastructure meets your needs. Norstar allows unlimited access to our USA-based live-answer support team so that we can provide training and support. You need a business continuity partner who will proactively monitor and manage your networks and critical assets.

Safe, secure, reliable.

Norstar Healthcare is a HIPAA compliant VoIP solution for medical providers.

[Click Here For a Quote](#)

Or Call Customer Service 1-888-755-4589