



CASE STUDY

Healthcare Facilities

DIA, VOICE & SECURITY



Challenges

Prior to Telesystem, the healthcare facilities had limited bandwidth and no failover for voice or data.

Had previous issues with their legacy PRI solutions and wanted to be able to utilize 4-digit dialing to call between locations.

Looking for someone to provide proactive alerts and monitoring.

Were previously utilizing a Tier 1 provider for voice and a combination of cable providers for their data services and wanted someone to take responsibility for their solutions as a whole.

About the Customer

Our healthcare customer is a family-owned and operated healthcare organization with more than forty-five years of service including post-hospital care, rehabilitation, assisted living, long-term care, and a variety of clinical specialty programs.

Their previous communications solution included a hub and spoke design and single thread 10M DIA with a PRI handoff which provided very limited bandwidth, no failover for voice or data and no 4-digit dialing between locations.

The facilities were looking to solve their resulting communication issues in over 50 locations. As a healthcare provider accountable for the patients under their care, they were looking for a provider who would be equally accountable to them.

Telesystem's Solution

The customer was introduced to Telesystem by a long-time technology partner who knew we could check all the boxes. Our initial meetings started with listening to their current issues and gathering critical information to develop a strong design and implementation plan going forward.

As a healthcare facility, downtime isn't an option, and we were confident we could solve their issues.



Our newly designed solution included a failover for PRI from primary Telesystem DIA to coax Broadband, all monitored and managed 24/7/365 by Telesystem, giving them a steady network for their voice and data services and reliable backup at all locations. We also upgraded their bandwidth to 50 and 100M DIA at all locations where branches can access internet directly and securely using Cisco Meraki firewalls opposed to their previous hub and spoke design. At the headquarters and more critical locations, we added high availability to provide hardware as well as software redundancy.

Our Cisco Meraki solution provided not only firewalling, but SD-WAN capabilities including bandwidth aggregation, data failover and site to site VPNs to Azure where the healthcare facilities were running their mission critical applications. Our Next-Gen firewall capabilities also supplied them with stateful firewall, web content filtering, and advanced malware protection, which they didn't have in place before.

The Results

Telesystem offered our healthcare customer the freedom from the complexity of the varied vendors and technologies they had previously and packaged them into one box with one support team to call, one invoice, and one company responsible and accountable for their communication solutions.

Along with solving their communication and networking issues, we were able to provide them a fully-managed solution which transitioned their capex spending into operating expenses.

Through weekly calls with their internal IT team and Telesystem team members in Sales Engineering, Sales, Design Engineering, and Project management, we've been able to build a trusting relationship and great partnership based on their individual business needs.

As the relationship expands, the customer continues to look to the future of their technologies and continued business growth with the addition of locations with Telesystem solutions.

Network Diagram

