CASE STUDY

47 Location Rehab Facility

MANAGED SECURITY, TRUSTUC, CALL CENTER, SECURE FAX



Challenges

Frequent network outages left rehabilitation facilities without service for extended periods, disrupting daily operations and limiting access to essential technology.

Inadequate technical support from the previous provider resulted in unresolved service issues and prolonged disruptions.

Aging equipment reduced visibility and hindered centralized management, making it difficult to maintain consistent security policies across locations.

Fragmented services and high costs increased operational complexity, highlighting the need to consolidate solutions, streamline management, and reduce expenses.

About the Customer

Our customer is a healthcare organization operating 47 outpatient drug and alcohol rehabilitation centers across the Northeast, providing essential treatment and recovery services to individuals in need. With facilities spread throughout the region, the organization depends on secure, reliable technology to support daily operations, facilitate staff communication, and ensure consistent delivery of patient care.

Despite this reliance, recurring network outages and inadequate technical support from their previous provider created significant operational challenges. Facilities frequently experienced extended service disruptions, while technicians often arrived to troubleshoot issues but departed without successfully restoring service or providing meaningful updates. These ongoing frustrations left the organization's IT team with limited visibility into network problems and eroded their confidence in the provider's ability to deliver effective solutions.

Compounding these challenges, aging security infrastructure and the growing costs of juggling multiple technology solutions placed additional strain on operations. Recognizing the urgent need for improvement, the organization's Director of IT and CFO sought a more reliable, secure, and cost-effective technology environment; one backed by a provider that prioritized accountability and responsive customer support.

Telesystem
IT's About Trust

Telesystem's Solution

To address these challenges, the organization partnered with Telesystem to modernize its network security infrastructure, consolidate essential communication services, and build a more reliable and responsive support relationship.

Telesystem began by implementing a comprehensive network security refresh, replacing aging equipment with **Fortinet FortiGate 70G managed firewalls** featuring Enterprise licensing across the organization. This upgraded solution delivered advanced threat protection, centralized security management, and improved network visibility through the Fortinet management portal, giving the organization's IT team greater oversight and control of its security environment.

To further streamline operations, Telesystem consolidated the organization's communications infrastructure with **TrustUC Unified Communications, Contact Center, and Secure Fax** solutions. These integrated services provided modern collaboration tools, enhanced call management, and secure document transmission, all while reducing the complexity of managing multiple technology providers.

While these upgrades addressed the organization's technical challenges, restoring confidence in its technology provider was equally important. Telesystem's 24/7/365 U.S.-based support, effective trouble-ticket resolution, and personalized approach to customer service provided the responsiveness and accountability the organization had previously lacked. With a dedicated team on hand to resolve issues and provide ongoing support, the organization gained a dependable partner committed to supporting its operations and long-term technology needs.

The benefits extended beyond improved security, streamlined communications, and responsive support. By modernizing its infrastructure and consolidating essential services, Telesystem enabled the organization to achieve an impressive **45% reduction in overall monthly technology costs,** delivering substantial savings without compromising the security, functionality, and support its facilities rely on.

With Telesystem's integrated solution, the organization gained a more secure, efficient, and cost-effective technology environment across all 47 locations. Most importantly, the transition restored confidence in its technology infrastructure and fostered a trusted partnership, allowing staff to focus on what matters most: delivering essential healthcare services to the communities they serve.