



Pediatric healthcare provider modernizes network and voice technology to improve resiliency and consolidate vendors

A provider of alternative-site pediatric healthcare services for medically complex, technology-dependent children and those with special needs was operating dozens of locations on legacy networks, which lacked resiliency. They needed a reliable, dedicated single-vendor solution to upgrade and modernize their technology—one that could be implemented rapidly without overburdening the organization's IT staff.

At a glance

Industry

Healthcare

Customer

20+ locations across the U.S.

Challenges

Legacy network + voice technology

Multiple vendors

Overburdened IT team

Solutions

SD-WAN

OfficeSuite UC®

Secure eFax

Cable + Cellular Broadband access

WE Connect portal

Results

Reliable and resilient connectivity

Centralized management

Significant cost savings

Reduced outages

Single-vendor solution

Eased burden on IT staff

Legacy system headaches

The healthcare provider was operating on legacy on-premises voice systems and data networks with multiple service providers, which was challenging and time consuming. It was a headache to make changes, get issue resolution and conduct training. Being reliant on multiple access vendors to make adjustments and fix issues was a slow, frustrating process. Further, the organization's outdated T1 lines for internet access and plain old telephone service (POTS) and fax-machine lines were expensive. In short, the company needed to modernize their IT infrastructure while reducing costs.

The provider moved to Windstream Enterprise's OfficeSuite UC, a unified cloud-based communications solution for business collaboration via voice calls, voicemail, email, chat and video, enabling the company to optimize employee productivity and eliminate all of the legacy on-premises voice systems.

"Because of how decentralized we are, we had different phone systems from different vendors in every site we had, so it was very time consuming," said the company's director of IT. "Whenever we had an issue, we had to ask, 'Who's the vendor for that site? Which phone system are we using?'"

"I trust the experts at Windstream Enterprise with fully managing our network, voice and access services. Windstream Enterprise support teams are highly responsive and always ready to help me resolve issues. The tech support people are phenomenal."

Director of IT

“Even just training new employees, I had to have different documents depending upon the phone system that they were using at each location, so this partnership with Windstream Enterprise was a no-brainer for us.”

Faster network connections

The healthcare organization replaced their legacy data network with Windstream Enterprise’s software-defined wide-area network (SD-WAN). Windstream Enterprise provided the primary cable broadband connection and Cellular Broadband as the secondary connection configured in an active/active mode to virtually eliminate outages. The company also replaced their expensive fax POTS lines with a Windstream Enterprise cloud-based Secure eFax solution.

Eliminating the T1 lines led to significant cost savings, and the consolidation to a single partner for voice and network unlocked tremendous value for the healthcare provider.

“Maintaining our old systems was expensive, and what we liked most about OfficeSuite UC was extension-to-extension dialing between centers, which helped us to reduce our long-distance calling quite a bit,” said the director of IT.

The WE Connect portal provides visibility for the organization’s staff to monitor and troubleshoot performance issues. Trouble tickets are now automatically generated by WE Connect, ensuring that issues are resolved promptly by Windstream Enterprise.

They regularly use the WE Connect portal to make administrative changes and set up advanced features including call routing and voice prompts.

Consolidating the network into Windstream Enterprise’s fully managed single access platform was a significant time-saver. The provider has a lean IT team, and with Windstream Enterprise fully managing the voice and data networks, IT team members have more time to focus on projects to improve the company’s operations.

“I don’t have to worry about my communications now because it’s a fully managed solution, if a site goes down, a ticket is automatically created, I usually get a phone call within 30 minutes letting me know, ‘We’re working on the issue,’ whereas before I had to do all of that work and had to be proactive and call the local vendor, but I don’t have to do any of that now,” the company’s director of IT said. “It gives me more time to focus on other projects.

“Because technology has gotten so complicated, I like letting the experts take care of that work; with Windstream’s SD-WAN, I don’t have to worry about that now,” he says. “Now I’m able to take the stuff that I’m really good at and focus on that priority.”

Our managed connectivity, communications and security solutions are innovative. Your business outcomes are imperative.

“Windstream Enterprise helped us achieve our primary objectives of vendor consolidation and cost reductions. Also, the product support we get is phenomenal. The main benefits are saving time and money.”

Director of IT

To learn more, visit windstreamenterprise.com

WINDSTREAM
ENTERPRISE