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CASE STUDY

Healthcare Facility Ushered into the Digital Age with Managed POTS Lines

INDUSTRY: HEALTHCARE

Locations: 500+
Lines: 3,500+
Deployment: 4 months
Savings: $5M Annually
Challenge: Disruption in service, new and old buildings, fire alarms, elevators, emergency phones, 150+ different service providers/vendors, new construction, lines required for permits, loss of connectivity not an option.

BENEFITS:

- Seamless transition
- 100% Managed Service
- More reliable than traditional copper POTS lines
- Business connectivity during network outages
- HIPAA Compliant for medical, pharmacy and
- Insurance environments
- Fault Tolerant Geographically Redundant Data Centers
- Real-Time Monitoring & Alerts

"Our telecommunication needs differ from those of a store or office. If our POTS lines go offline, it could cost someone's life"

— Vice President of Telecommunications

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THE CHALLENGE

A regional healthcare facility, including hospitals and branch offices in multiple locations, knew they needed to digitize their First Generation POTS Line. Traditional copper wire lines were being deprecated. The FCC already approved their discontinuation. Repair crews were not prioritizing fixes. It was a matter of time before their entire system broke down. The phone lines for this client were critical. Down lines mean not only lost revenue but a potentially life-threatening situation.

Each healthcare facility had POTS lines for fire alarms, elevators, voice lines, panic button, security systems, SCADA applications, and modems for out-of-band management.

Each facility also needed HIPAA-compliant fax service. They knew they could put their facility at risk of violating the law and losing the trust of their clients when electronically faxing documents with protected health information (PHI). Faxing online through a secure network does not automatically make it a IPAA -compliant fax. They would need a solution that specifically included this feature.

Further, the facility was in the process of new construction. If they continued to use POTS lines, the new construction would have to deal with telecommunication vendor delays, resulting in costly permits and fines. The facility needed to switch from First Generation POTS lines in both their old and newly constructed buildings without disruption.

☎ FIRST GENERATION POTS LINES

Carriers are decommissioning copper voice infrastructure and support.

- Deregulation allows for skyrocketing prices.
- Copper Voice Infrastructure being shut down
- Aging copper is deteriorating and unreliable
- Carriers do not prioritize copper line repairs
- SLAs have been eliminated
- New copper installations are no longer available

OUR SOLUTION

The facility telecommunications administrator evaluated several options; however, they choose our solution as we could offer a complete solution from one nationwide vendor. Having a comprehensive, managed service provider that could project manage the entire conversion was one of the deciding factors.

The solution was deployed without disruption to ongoing healthcare and emergency services, at their locations, on their schedule. The voice, security system, environmental, and fire control systems did not go down. Medical offices and hospital alike now rely upon our Next Generation POTS lines.

With this managed service and cloud enabled platform, the healthcare facility was modernized to future proof technology and their telephone bill was reduced by approximately 50%.

FEATURES & BENEFITS

Our Next Generation Managed POTS Line Service is a code compliant comprehensive solution that replaces and modernizes traditional First-Generation POTS lines. All equipment is carrier grade and UL Listed to deliver future proofed telephone services. Our technology replaces all analog business lines including but not limited to: Fire Alarms, Security Alarms, 911 Lines, Elevators, Fax Lines, Remote Access Modems, Credit Cards Machines, Security Gates, Point of Sale Terminals, Out-of-Band Management Systems, Legacy PBX Systems, Panic Buttons and more.