

Worldwide Healthcare Provider Optimizes Technology Performance

CUSTOMER STORY

THE PROBLEM //

Being a healthcare provider, the company needed to ensure optimal performance and availability of their network, which was critical to the patient experience.

Managing Diverse Carriers and Circuits

With a WAN consisting of hundreds of different carriers' broadband circuits, relying on all of those carriers for speedy problem identification and resolution is not a reasonable expectation. A broadband aggregation company helps with this, but that introduces additional management and communication complexities.

Integrating Multiple Support Platforms

The company has a network consisting of diverse circuits and thousands of devices to manage. They have a monitoring tool and a ticketing platform, but the broadband aggregation company leveraged a different software tool. Without a cohesive structure that allows for those disparate technologies to remain in place and to communicate seamlessly in real-time, the chances of misses and poor performance increase.

CUSTOMER OVERVIEW //

Healthcare chain operating 4,000 outpatient clinics providing care to 345,000 patients worldwide

INDUSTRY //

Healthcare

LOCATIONS //

4,000+

OUR SOLUTION //

The healthcare company partnered with TrexTel to leverage their expertise.

TrexTel tailored a solution to the healthcare company's needs and integrated their various WAN management technologies, creating a unified structure for all WAN performance monitoring, troubleshooting, and reporting needs.

Because TrexTel's platform is agnostic to the carrier and technology, this helped their broadband aggregation partner better manage the large variety of circuits and carriers.

THE RESULTS + BENEFITS //

TrexTel's holistic approach gave the healthcare company and the broadband aggregator greater visibility into site performance, improved the speed of communication about WAN events, improved connectivity at each site, and improved the patient experience.

- Improved WAN connectivity
- Greater visibility of site performance
- Improved patient experience



Ready to take the next step? Let's connect.

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