Healthcare Associates of Texas

CASE STUDY

Full service primary care practice removed internal resourcing issues and completed a digital transformation project across voice and data services.

The Challenge

Healthcare Associates of Texas ("HCAT) was experiencing rapid growth and it was putting a strain on their communication technology infrastructure. Their network was not standardized - different services, speeds, providers - causing reliability issues and rising costs from legacy technologies. In addition, a single network engineer was handling all network support functions including procurement, implementation, break/fix, and vendor management. They needed to transform their business through technology and provide resources to allow the IT team to scale with the business.

The Solution

Advantage built HCAT a roadmap to meet the organization's growing technology needs. The first thing action was to consolidate voice and data vendors and begin saving money on any new services. After provider consolidation and realizing initial cost savings, Advantage started to execute on the roadmap and bringing HCAT to best-of-breed voice and data services. Most importantly, Advantage alleviated sourcing, implementation, and ongoing service support headaches and moving forward, allowed the IT team at HCAT to support business critical tasks.

OUTCOMES

⊘ **RESOURCE AUGMENTATION**
Brought expertise and headcount to source and implement business transforming technologies

⊘ **CONSOLIDATION**
Rationalized disparate voice and data providers to simplify ongoing support and administration

⊘ **RELIABILITY**
Removal of legacy technology increased reliability of both voice and data services

⊘ **BOARDROOM SUPPORT**
Innovative ROI modeling to create a compelling business case to support the transformation efforts

⊘ **CIO ADVISORY**
Strategic knowledge and insights to HCAT leadership in order to accomplish business goals

Why Advantage?

We optimize the technology lifecycle

Advantage is a managed service provider that drives value to your organization through five key stages in the technology journey. Employing expert practitioners, efficient processes, and a unique software platform, we solve the challenges of managing technology in the modern enterprise.

DESIGN
Based on your business drivers and global best practices, we create purpose-built solutions leveraging leading technologies and ideal providers.

SOURCE
Leverage our experience, benchmarking, and global partner network to select service providers, negotiate the best possible terms, and contract for the lowest rates.

INSTALL
Capitalize on our project management leadership for a seamless rollout of new solutions and the timely disconnect of legacy services.

MAINTAIN
Ongoing managed support of daily activities such as moves, adds and changes to your services, while having full visibility into your inventory through our Command Center platform.

VALIDATE
Receive ongoing managed services to support the invoice lifecycle, including contract management, expense validation, dispute resolution, and AP/GL feeds for payment.
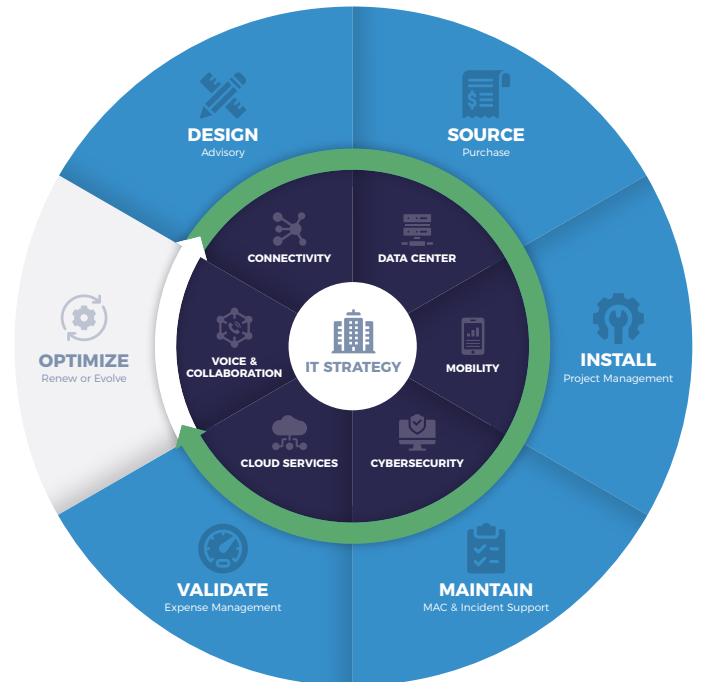
From procurement and provisioning through inventory and expense management, we optimize your communications solutions across voice, data, cloud, and mobility. Advantage is your team behind the scenes—so you can focus on success.

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OPTIMIZE
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CONNECTIVITY

DATA CENTER

MOBILITY

CYBERSECURITY

CLOUD SERVICES

VOICE & COLLABORATION

IT STRATEGY