

NATIONAL HEALTHCARE FIRM MODERNIZES NETWORK INFRASTRUCTURE WHILE LOWERING COSTS BY 49%

Increased bandwidth, network security and resiliency with simplified management.

CUSTOMER PROFILE

- National healthcare information/billing management firm
- \$1.3 billion annual revenue
- \$1.1 million annual voice & data spend

CHALLENGES

- Inconsistent, outdated network architecture across locations
- Insufficient bandwidth and network security
- Multiple service providers and platforms
- Constrained resources

CHALLENGES

This company's legacy voice and data network was built site-by-site across multiple platforms and service providers. Many locations had outgrown their bandwidth capacity, and items like network security and resiliency differed by location. After some large acquisitions brought even more services and providers into the mix, the client's in-house team looked for a solution that would improve their network infrastructure, lower costs and consolidate the number of providers that they had to work with.

PROCESS

Gathering data by breaking down invoices and interviewing IT staff, the Advantage team compiled a current state analysis of the client's infrastructure, as well as recommendations for improvements going forward. The project was divided into two phases, one addressing Internet and connectivity services, and a subsequent phase for voice. A detailed business case was constructed, and once approved by the client, proposals were solicited from 13 providers who the team felt could best address the criteria. After comprehensive analysis of all the proposals received, the team selected four that stood out above the others, and reviewed each with the client.

After careful consideration, the client selected the proposal from CenturyLink, for their strong presence in the healthcare industry, their industry leading SLA's, and the cost-effectiveness of their fully managed MPLS and SIP trunking solution.

RESULTS

\$540K ANNUAL SAVINGS

\$38K SAVINGS ON VOICE
60% ON VOICE

CONSISTENT ARCHITECTURE
ACROSS ALL LOCATIONS

32 INVOICES
REDUCED TO 3

IMPLEMENTATION

The move to MPLS and SIP standardized the client’s infrastructure across all locations with a more resilient, more secure and much more scalable solution than they had been using prior at any of their locations. Dealing with a single vendor reduced the workload of the client’s IT team by streamlining all management and support activities, and reducing the number of monthly invoices from over 30 to 3. The experienced Advantage Project Management team coordinated the phased implementation of the solution, ensuring no disruption of services, and also handled the disconnect of the legacy services.

Financially, this solution has a very positive impact on the client’s bottom line. Moving the majority of their domestic voice services to flat rate usage plans lowered the average cost per minute from \$0.032 cents to \$0.012, equating to a \$23,000 savings per month on voice services alone. Overall, the entire solution lowered the client’s IT spend by \$540,000 annually, a reduction of 49%. And there were no out of pocket costs for any of Advantage’s services.

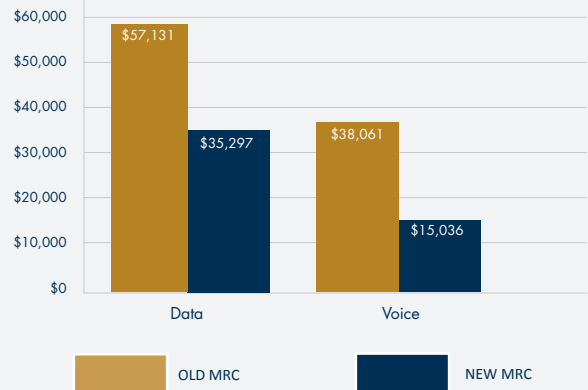
GOING FORWARD

Advantage will continue to work with the client to explore cost effective redundant measures such as 4G Failover, Network Firewalls, and other hosted services, as well as helping them evaluate newer technologies including Cloud and SD-WAN offerings.

BUSINESS DRIVERS

- Update and standardize architecture while increasing capacity and resiliency
- Simplify management and reduce number of invoices
- Do more with reduced resources (budget and people)
- Leverage newer technology
- Reduce risks

MONTHLY SAVINGS



USAGE COSTS: CURRENT VS. PROPOSED RATES

