



healthcare facility ushered into the digital age with managed POTS lines



“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

Challenges

A regional healthcare facility with multiple locations recognized the need to digitize their outdated POTS lines, as traditional copper lines were being phased out and repairs were becoming unreliable. This posed a critical risk: outages could result in lost revenue and life-threatening situations.

Each facility relied on POTS for essential services, including fire alarms, elevators, security systems, and modems for management. They also required HIPAA-compliant fax services to avoid legal risks associated with transmitting protected health information (PHI) electronically.

Additionally, with new construction underway, sticking with POTS lines would lead to vendor delays and costly permits. The facility needed to transition away from POTS in both existing and new buildings without disrupting operations.

Industry: Healthcare



Locations: 500+



Lines: 3,500+



Deployment: 4 Months



Budget: \$5 Million



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.

Results

The customer 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 the 24-hour business, at their locations, on their schedule, performing a seamless transition when customer traffic would be least affected. The voice, security system, environmental, and fire control systems did not go down and the nation-wide chain now relies on our Next Generation POTS lines.


With this managed service and cloud-enabled platform, the fitness chain was upgrade to future proof technology and their telephone bill was reduced by 50% which translates into more than \$1.5M savings annually.





 Seamless Transition

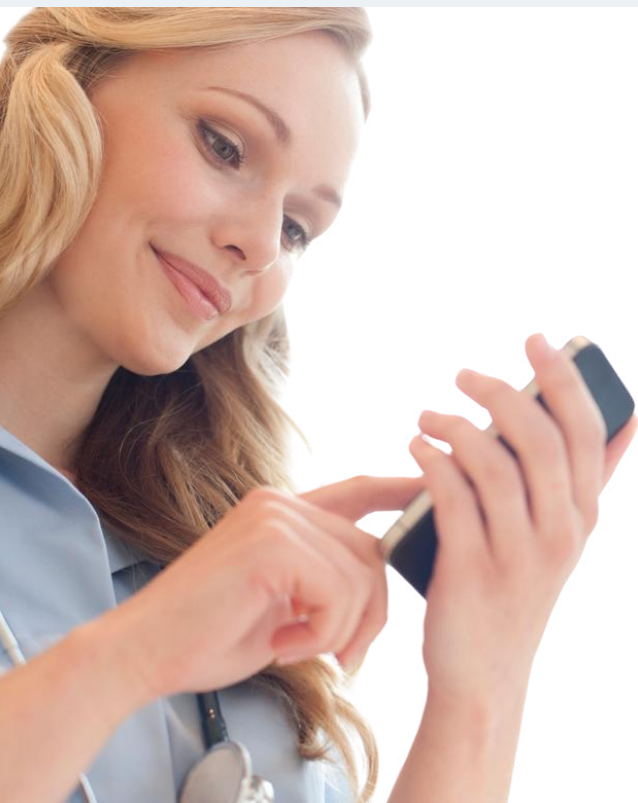
 Greater Reliability

 100% Managed Service

 Business connectivity during network outages

 Real-Time Monitoring/Alerts & HIPAA Compliant

 Fault Tolerant Geographically Redundant DataCenters



Our Next Generation Managed POTS Line Service is a code compliant comprehensive solution. It 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 Card Machines, Security Gates, Point-of-Sale Systems, Out-of-Band Management Systems, Legacy PBX Systems, Panic Buttons, and more.

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