

Better Care Through a Better Service Delivery Infrastructure

An upgrade of a children's healthcare organization's voice system led to a modernization of its overall IT and network infrastructure.



Harbor Networks has managed and supported a children's healthcare organization's voice networks for more than a decade. Recently Harbor Networks guided the organization through an upgrade of its voice system, which led to a modernization of its overall network infrastructure.

Overview

The organization is a service provider specializing in childcare. The company is headquartered in New England with eight locations. They brought in Harbor Networks to design and build more efficient inter-office voice and data communications, and internal collaboration systems.

Problem

As a healthcare organization, the service provider has limited in-house IT resources. Prior to engaging with Harbor Networks, they had no internal collaboration systems, outdated patient communications, minimal network security, and limited ability to manage its network.



The organization offers pre-natal and newborn services.

Solution

Harbor Networks guided the IT team through a voice transformation, highlighted by an upgrade to the HarborCloud platform coupled with the Elevate office solution. Today the phone system has 150 users plus another 30 support agents running on the Elevate Contact Center solution.

The Elevate Contact Center solution added significant flexibility. It streamlines their call flows. Agents can seamlessly work from different offices, remotely, or from home, without having to rely on hardware. Connectivity has been improved across the board.

The voice initiative set improvements in motion for the organization's data network. Harbor Networks designed and built a resilient network server infrastructure based on Microsoft Azure and Fortinet firewalls.

At the onset of the project, the network had a stack of 12 servers onsite, with aging hardware approaching end of life. Harbor Networks worked with the IT team to understand their needs and migrated the servers over to Azure, enabling everything to be managed from the cloud. Today, the day-to-day management of the voice-data network infrastructure is outsourced to Harbor Networks' HarborNet team.

The network now provides secure internal collaboration among office administration teams, and between healthcare providers and patients. The organization gained the ability to chat, share files internally, and send faxes via the web, as opposed to using analog fax machines.

Previously, the network had one firewall, so all of their traffic was backhauled through a single location. This created a single point of failure – when the firewall went down, all the sites were inaccessible to the outside world. Harbor Networks helped the team install a new firewall at the HQ office, and also deployed firewalls at each of their other practices as well.

Now if HQ goes down, the IT team has the ability to revert to local connectivity. This ensures that the staff still has visibility to the servers in the cloud. Functionality and coverage are sustained for any site that does go down.

Outcomes

By re-investing in a state-of-the-art architecture and a cloud-based infrastructure – as opposed to making a huge capital expense to replace outdated equipment – the organization moved from a CAPEX to OPEX-based financial model.

- The organization's CAPEX model was traditionally a project-based IT budget. The move to the cloud ensures more predictable OPEX, including monthly billing.
- The move to HarborCloud enabled the team to consolidate its carrier connectivity for voice. HarborCloud enabled the organization to centralize its phone lines into one invoice. Distributing the servers led to more efficient infrastructure operations, resulting in net savings.
- The Elevate voice platform provides a digital HIPAA compliant faxing solution. The organization receives thousands of medical records from hospitals and other

practices that were previously transmitted by non-compliant analog fax.

With the new infrastructure in place, Harbor Networks plans to assist the organization with a migration to Office 365 and WiFi. This migration will include security measures including an external penetration test, anti-virus endpoint detection and response solution too. The overall goal is for Harbor Networks to become a full-stack Managed Service Provider for the organization.

About Harbor Networks

Founded in 1995, Harbor Networks is a northeast-based leader in managed network, voice, and security services solutions. We aspire to be a modern managed service provider who:

- Proactively adapts new technology to our customers' needs by delivering "best in class" solutions, programs, and services.
- Enables secure, cloud-based collab and communication services over networks that are managed, monitored, and continuously maintained.
- Drives security awareness, policy, and compliance.



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