National Hospice Care Facility

SPECTROTEL

Human Crafted.
Enterprise Optimized.

Overview:

A national hospice organization with approximately 130 sites needed to transform and standardize its IT infrastructure across its entire footprint — without overwhelming its internal team and disrupting their business operations.

Key For Success:

Choose a managed services provider that can integrate a full stack of cloud platforms and on-premises devices with best-in-class connectivity, holistic security and end-to-end support. Find a provider that empowers employees, prevents outages and frees up existing IT resources.

Challenge:

○ **Lack of standardization:** The company has acquired multiple hospice agencies, each with different legacy tech — much of it outdated. The company lacked an inventory of each agency's devices and technology.

○ **Less-than-optimal network performance:** As the operator of medical facilities, the company needed a more robust plan for failover situations so staff could always access essential applications.

○ **Limited IT resources:** The company's internal IT team was small and busy with help-desk requests. It didn't have the capacity for a major migration in multiple states.
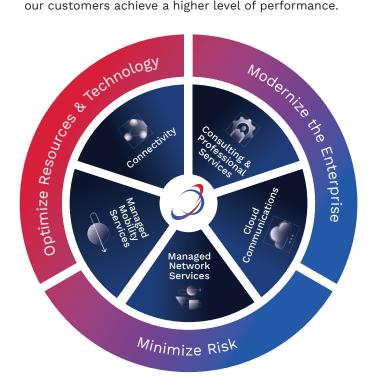
Solution:

○ **Comprehensive solutions:** The hospice provider now has a unified network for all its sites. And the provider can manage it through one pane of glass.

○ **Leading-edge technology:** Spectrotel overhauled each site's equipment, installing SD-WAN and Fortinet solutions for more secure, more stable connectivity.

○ **Increased network diversity:** Each site uses best-in-class primary, secondary and, where available, tertiary connectivity. The network is always on.

○ **Expert support and service:** Spectrotel delivered a stress-free implementation for the hospice provider, including site surveys, closet cleanups and project management.

The Ultimate Customer Integrated Experience

Leveraging our partnerships with industry leaders, we seamlessly weave the most effective and leading-edge technologies into every solution we craft.

Managed Services for Optimal Results

With a tailored, complete suite of solutions and services, our customers achieve a higher level of performance.

Result:

○ **Optimized performance:** The hospice provider's team enjoys secure, seamless access to critical applications, no matter when or where they are.

○ **Worry-free management:** Spectrotel acts as a trusted extension of the company's IT resources, delivering 24/7/365 support.

○ **Improved cost controls:** Because there's only one bill, the hospice provider has greater visibility into its IT spend.