

## The Customer

After switching from paper to Electronic Medical Records (EMR) this growing Medical Organization, with 22 medical personnel operating from a dozen office locations, quickly realized that their current network was not designed for or capable of handling the amount of traffic being utilized by the EMR system, which was hosted at the Administrative Office. With less than a month before they brought on another office, they were ready to add another T1 to each location to increase the bandwidth (some were single and others were dual T1s.) That's when their Telecommunications Consultant recommended they check out SD-WAN Next.

## The Concerns

The extra bandwidth being utilized by the EMR system was causing major network system delays and loss of connectivity between the EMR and the doctors trying to access or input patient data. The second major concern was disaster recovery, as their administrative building hosted their IP PBX and all of their servers. Their business continuity plan lacked any resources to remain operational in the event of a major power outage at the office or if their T1s were to fail. Last but certainly not least, recent changes in the economy, coupled with their expansion, left very little room in the IT Budget for additional hardware or monthly service subscriptions.

## The Solution

In order to solve the issue of slow bandwidth, a well-planned mixture of Internet solutions was delivered to the different sites, including: Fiber Dedicated Internet Access at the administrative site, 20Mbps + Cable Internet connections, and Fixed Wireless. SD-WAN Next was deployed to each site, coupled with a backup connection to sites with mission-critical connectivity needs. When they discovered their Nortel PBX was maxed out and could not accommodate their new office, the group moved their Hosted PBX connected to an SD-WAN Next core allowing plenty of bandwidth for all of their VoIP traffic.

## The Bottom Line

SD-WAN Next was able to meet the strict timeline that enabled the opening of the new clinic on time. The new combination of high-speed, low-cost broadband connections provided more bandwidth for the bursty applications that were clogging up the T1s. With the SD-WAN Next GUI, the IT Department was able to monitor the bandwidth usage of each site remotely and easily identify any potential problems across the network. The total cost of the newly designed WAN was less than half of the original network, and the total bandwidth available increased tenfold.

