

Case Study

Technology Solutions for Healthcare

Technology has transformed virtually every aspect of healthcare: medical devices, telemedicine, electronic health records, patient portals, the list goes on and on. Whether your organization delivers care directly to patients, or provides supporting products and services, your technology infrastructure is critical to keeping your systems running and lines of communication open. BCM One partners with healthcare organizations of all types to deliver reliable technology infrastructure, systems, and services so you can focus on what's most important: the health and wellbeing of the population you support. No matter what kind of healthcare services or products you provide, BCM One offers a wide range of solutions to keep you connected. And because all health is personal, our solutions help you stay compliant with all applicable regulations governing medical records and patient data.

Data Connectivity Solutions

Connectivity is what keeps all your systems running. It has to be powerful enough to support your needs, from basic email to complex and high-bandwidth applications like remote consultations, transmission of diagnostic imaging files, mobile clinical workflow apps, and surgical simulators, to name just a few examples. And it has to be reliable. Not every network transaction is a life-or-death situation, but when it is, you simply can't afford to take any chances. But implementing and managing the right connectivity solution is a complex and time-consuming effort. BCM One manages and integrates multiple suppliers and services—with connectivity options for WAN, SD-WAN, MPLS, and more—giving you one powerful and sustainable network infrastructure, so you can focus on the patient and clinician activities that are powered by that foundation.

Unified Collaboration Solutions

If connectivity is the fuel for your healthcare operations, then communication is the engine. From good, old-fashioned telephone to modern video chat, communication is how you connect people—patients, clinicians, administrators, and others—to answer questions, allay concerns, confer with specialists, or simply make an appointment. BCM One offers a broad range of hosted VoIP and hybrid UC services to give you all the communication channels you need—whether that's voice, email, video conferencing, audio conferencing, instant messaging, web collaboration, and yes, even fax—delivered through a single platform.

Cloud Solutions

Healthcare organizations of all sizes and types share one big challenge: finding ways to cut costs without compromising care. A cloud strategy can provide you with a high-end infrastructure without the high-end cost, and can scale with your requirements without wasting resources. But cloud services are complex and it can be difficult to understand exactly what you're getting; just because you're in the cloud, it doesn't mean you're automatically getting the benefits you anticipated. BCM One offers public, private, and hybrid cloud solutions, as well as a cloud optimization service so you can understand and optimize your cloud expenses and utilization.

Call Center Solutions

Delivering high-quality customer service is challenging in any industry. But in healthcare, you have to help people—who may be anxious to begin with—navigate complex processes. That means you have to connect every caller to the right rep, and equip every rep with the right information to resolve the question. BCM One provides solutions for call centers of any size and scale, so each rep can provide the best possible experience to the most important customer: the one who needs their help in that very moment.

Security Solutions

Every business on the planet has to protect their applications, data, and transactions. But with volumes of patient health information in play, healthcare organizations have a particular responsibility to ensure security—and a duty to comply with the stringent requirements of HIPAA. BCM One offers managed security services to secure your network, proactively detect and respond to cyber threats, and maintain HIPAA compliance.

BCM One Knows Healthcare

BCM One works with a lot of healthcare organizations, and we understand what it takes to keep patients, clinicians, and administrators connected and focused on quality of care. Here are just a few ways we've helped our healthcare clients.

- BCM One provides a hearing aid company with SIP over MPLS designed to meet stringent uptime requirements. [Read the case study.](#)
- BCM One delivers network hosted voice reliability and telecommunications transparency to a national veterinary hospital. [Read the case study.](#)
- BCM One helps a major health insurance provider cut costs while modernizing its telecommunications infrastructure. [Read the case study.](#)

How can BCM One help you? To learn more about any of our solutions for healthcare, contact us today!

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