



BCM One and Cloudlinx help an urgent care provider sustain a healthy growth rate.

CHALLENGE

This urgent care provider is growing fast and their small team manages 20 clinic openings at any given time. Because technology considerations weren't part of the location selection process, they were struggling with a slew of issues, including: disparate telecommunications contracts with inconsistent pricing, insufficient site surveys leading to unanticipated construction costs and price changes, misaligned cable and circuit installation intervals which can unnecessarily burn through capital budget, and planning challenges that affected timelines for openings. And the organization had some very specific mission-critical requirements that needed to be met. First and foremost, was diversity—because almost all their applications and systems are cloud-based, they need two circuits at required speeds. Additionally, their legal team had very specific co-termination requirements for how the contracts must be structured.

SOLUTION

The organization wanted a trusted partner to get their process under control and help the internal team get new locations ready to open with the right diverse technology—on time and on budget. With BCM One and BCM One's Channel Partner Cloudlinx, they got a powerhouse team to provide the capabilities and plans they needed for a multi-pronged solution delivered under a single banner. They got a dedicated MPLS connection, as well as broadband and television services brought in through a local carrier, and it's all monitored and proactively escalated as needed directly with the carriers through the BCM One VitalView tool. The team took the time and offered the flexibility to structure the contract to meet the terms and verbiage the company's legal team required. And with BCM One's billing-as-a-service, the company has the direct interaction they wanted with all the carriers, while enjoying the benefits of billing that's consolidated and managed at a single delivery point. Beyond meeting the technology and contract requirements, BCM One and Cloudlinx provide a team that knows how to tackle every project—no matter how complex or how many moving parts that need to be coordinated and managed—to get it done efficiently and effectively.

BENEFITS

By improving coordination with construction, IT, and the carriers, Cloudlinx and BCM One have paved a smoother path to opening new clinics. They go on site with the carrier reps to do site surveys and ensure construction teams have accurate information at all times. They deal with all the circuit installations, confirming each location is properly set up prior to the internal team getting involved—reducing the amount of IT hours wasted due to premature dispatches to install routers, IP address schemes, etc. And they roll up their sleeves and do whatever needs to be done to keep openings on track. Every-step-of-the-way communications and better coordinated installations have resulted in faster, more efficient openings. With plans to launch up to 50 new clinics in the coming year, the partnership will be critical to support their continuing breakneck pace of growth.

BCM One and Channel Partner Cloudlinx deliver diverse MPLS and broadband, as well as streamlined billing

Industry:
Healthcare

Customers:
Walk-in patients