



Case Study Healthcare Vertical

BCM One helps a hospital regain critical voice connectivity after a natural disaster.

Challenge

When this hospital engaged BCM One, it didn't have a handle on their voice implementation, nor did it have a disaster recovery strategy in place. BCM One worked with the organization to design a robust solution with redundancy built in: PRI with a tier-1 provider plus an alternate carrier. But before the bulletproof solution was fully deployed, a massive hurricane hit the city this hospital serves, knocking out critical infrastructure and disrupting services for weeks. Flooding was pervasive, and knocked out both the main point of presence for the primary dial-tone provider as well as the main central offices of the carrier that delivered the circuits and POTS lines to the hospital campus.

Solution

With lives on the line, a hospital simply can't afford to lose their voice communications. But all the infrastructure providers—power, internet, phones, etc.—in the city were dealing with outages across the board, and the solution BCM One had designed wasn't yet in place. Our team leapt into gear. The first step was to get the hospital's numbers moved over so they could get some connectivity. This alone was a major feat. During that period, no providers were even handling ports—all orders were halted because all the switches downtown were destroyed. But thanks to our long-standing relationships with the carriers, we were able to get to the right person to allow the hospital's numbers to be released so we could port them to our PRI service which was still up. And then our local team scrambled to get integrated access devices (IADs) from carriers. IADs are devices that aggregate multiple channels of information, including voice and data, across a single shared access link to a carrier. Within a day, we were able to hand-deliver the IADs throughout the hospital campus to give their legacy phone system SIP access so they could restore critical voice service to the main hospital line.

Result

In moments of crisis, such as a natural disaster and its aftermath, hospitals have to marshal every resource to tend to the medical needs of the community. They have neither the expertise nor the personnel to address their telecommunications problems in that moment even though the phone system is a critical resource. This hospital had initially selected BCM One because we understand how to build a solution with multiple layers of redundancy to prepare for different levels of outages, from a routine outage, to a building-wide outage, to a natural disaster. But in the worst of times, you also want a smart, creative, resourceful team who will do whatever it takes to keep you up and running. Because this hospital had partnered with BCM One, we were able to find and deliver a solution to mitigate the immediate voice connectivity need, allowing them to focus on meeting the city's critical medical needs.

BCM One supplements its DR-ready PRI network with IAD devices

Industry:

- › Healthcare

Customers:

- › Urban community