



Case Study

Healthcare Vertical

National veterinary hospital network stays connected in fast-growth mode.

Challenge

A national network of veterinary hospitals with 330 locations has been growing at an acquisition rate of two to four clinics every month. Ensuring a consistent and reliable telecommunications infrastructure is challenging enough, but with a small corporate IT department and few on-site technical resources, it was impossible to manage. The company was falling behind in turning up new locations since their team was not an established IT team to keep up with the rapid growth and management of the various carriers needed dispersed throughout the country per site. In addition, there was added pressure of turning up sites quickly with a reliable configured network design.

Solution

BCM One's UCaaS solution coupled with our managed connectivity and network monitoring and management solution provides each veterinary hospital and clinic with reliable Internet, failover and unified communications for each hospital and clinic site.

Our UCaaS solution provides a next generation cloud based communications platform needed in a high-touch service environment. For many of the locations that had been using traditional on-premises PBX, this offered a consistent look and feel as well as a significant upgrade in capabilities at a comparable, or sometimes even lower, cost. By moving to a hosted platform, they also cut down the number of PBX support contracts.

BCM One worked closely with the company's corporate office manager to develop network design templates to streamline conversions and ensure consistency. The template described what each location should look like from a cabling and phone perspective and we take care of the wiring, installation, setup, and training. Furthermore, each site is outfitted with reliable Internet connectivity that is managed by BCM One utilizing our network monitoring and management solution for proactive monitoring and restoration per site, ensuring business continuity.

Result

With each clinic having previously set up its own voice and Internet solution—mostly done by a doctor or office manager who doesn't have IT expertise—the setup was often piecemeal. BCM One empowered this growing hospital organization with a streamlined process—often consolidating three or four telecom vendors to reduce complexity. And bringing on BCM One did more than just provide hosted voice and Internet to the network of clinics, we became an extension of their team acting as their technology advisor and IT team. We handle any question or issue the hospitals have with their telecom services so that their core management team can focus on other activities.

Client:

- › National Network of Veterinary hospitals

Number of sites:

- › 330 locations

Solution:

- › UCaaS
- › Managed Connectivity
- › Networking Monitoring & Management