

Livtech helps transform a healthcare company's legacy infrastructure to the cloud with UCaaS and SD-WAN

This Healthcare Provider provides customized managed care across the United States. They've seen unprecedented growth through acquisition and organic growth. They've grown from 100 employees and four locations in 2009 to over 700 employees in over 32 locations domestically. Their challenge was trying to support the growth and movement to the cloud with infrastructure that is outdated and failing, while not having enough time and resources to evaluate new infrastructure.

The Challenge

- Connect 32 offices with a new voice and data network, plus support 700 remote workers
- Small Telecom and IT staff challenged to find time and resources to evaluate and deploy a new solution
- Sought a single provider to streamline support, costs and moves, adds and changes
- Needed to minimize administrative and system maintenance costs and hassles
- Consolidate 9 different PBX vendors to the cloud
- Needed a platform that allow for access to new cloud based applications
- Aggregate 12 different network providers to a single solution with ability to scale
- Desire to deploy video and collaboration tools to enhance employee productivity and improved client - patient experience with real time tools
- Needed a trusted partner to support their growth and increasing technology needs

"They've really built a strong relationship with our teams, in essence becoming an extension of our team without pressure or false expectations, they were transparent and worked with us to help transform our business and service platforms."

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CIO Statement

The Solution

- Livtech managed the evaluation, selection and implementation of the new partners and platforms
- After an assessment of their network and evaluation of the various partners, Livtech implemented and migrated the Healthcare company to a new managed SD-WAN solution allowing for growth and access to new cloud based solutions
- Following our voice and collaboration discovery, Livtech designed a UCaaS solution that allowed for improved communications with voice, chat, presence, video and collaboration across the enterprise and remote workers
- Livtech's trusted advisor role to the Healthcare company offers them a comprehensive service portfolio and exceptional customer support which will enable their continued growth

The Result

- Livtech's team managed the entire process saving the Healthcare company time, money and resources.
- Reliable and affordable SD-WAN network that allows for growth, scale and the ability to easily access cloud based applications
- Increased resiliency by 100% through primary and secondary connections while increasing bandwidth by 250% and reducing operating costs by 28%
- Implemented a UCaaS solution that afforded the Healthcare company to unify its voice, video, chat, presence and collaboration services into a single platform accessible from anywhere
- The new SD-WAN & UCaaS network provides a desperately needed business continuity plan
- 40% increase in employee productivity due to the ability to integrate the UCaaS solution with core business applications