



HEALTHCARE SERVICES CASE STUDY

CUSTOMER OVERVIEW

A national leader in outpatient vascular care services and ambulatory surgery centers across 25 states.

CHALLENGE

This healthcare provider accelerated its growth by acquiring independent healthcare organizations. Consequently, managing connectivity services became more complex and time-consuming across the numerous states where they operated.

SPECIFIC ISSUES



Multiple Carriers

Each independent healthcare provider had agreements with various carriers for service delivery. The contract pricing process was inconsistent, making it difficult to gather and compare new quotes.



Lack of Consolidated View of Circuit Performance

As IT complexity grew, so did the need for one platform to manage all circuits.



Inconsistent Points of Contact

From project management to tech support, there was a long list of carrier contacts to manage for circuit installations and network troubleshooting.



Billing Errors

Each location was receiving individual invoices from carriers, resulting in costly auditing and managing frequent errors with credits due.

APX SOLUTION



NUMBER OF LOCATIONS = 65

Installed 50M Dedicated Internet Access

APX researched and sourced all Type I Dedicated Internet Access delivering reliable 50M of service for each location. This provided the following key benefits:



Most Reliable Internet & Low Latency

Improved performance with Type I circuits!



Circuit Monitoring & Management

End to end visibility for all locations in a single platform!



One Source for Pricing, Tech Support & Project Management

Eliminated time consuming carrier management!



Accurate Invoicing

All 65 locations on **ONE** invoice with no costly billing mistakes to chase down!