



EMPRES HEALTHCARE

- + **CUSTOMER PROFILE**
Organization providing management consulting services to 45 skilled nursing and assisted living care centers in the western United States
- + **BUSINESS OBJECTIVES**
Solutions to expand available services to patients and empower electronic health records migration
- + **SOLUTION**
Business Continuity leveraging IP/MPLS VPN Solutions and Wireless Back-Up Service, Voice Services, Internet Services, Colocation
- + **BUSINESS OUTCOME**
Improved network reliability and a dependable business continuity solution with more responsive customer service

A PARTNERSHIP BUILT ON A RELIABLE NETWORK AND RESPONSIVE SERVICE

Business Challenge

EmpRes Healthcare Management, LLC of Vancouver, WA provides management and consulting services to 45 skilled nursing and assisted living care centers in the Western United States. Many of the crucial patient services they provide depend on stable network connectivity to function properly. Network issues impaired mission-critical software applications that control therapy schedules or provide alerts to nursing staff. The IT department wanted to minimize outages, service interruptions and improve customer support.

EmpRes knew that a better solution was required to support the care centers and to enable migration to new Electronic Health Records (EHR) software at each care center. EmpRes needed a network with improved reliability, flexibility and security, a business continuity solution, and—above all—better customer service. To deliver on these goals, IT Director Rod Adams turned to Electric Lightwave because of the responsive support EmpRes had experienced with Electric Lightwave's voice and colocation services. "Customer service is crucial and Electric Lightwave delivers," said Adams.

Approach

With the care centers in multiple states and more applications requiring higher bandwidth, the Electric Lightwave team proposed IP/MPLS VPN Solutions to offer the stable networking foundation that was required and Wireless Backup Service to support their business continuity needs.

"We don't see Electric Lightwave as providing a service; we see them as a partner."



Rod Adams

IT Director, EmpRes Healthcare

Understanding Electric Lightwave's high performance IP/MPLS network offered the dependability needed to connect the care centers and allow EmpRes staff to securely access and update data in real time, Adams devised a plan with the Electric Lightwave team for a network transition to support the migration schedule to the new EHR software. As the EHR migration date loomed, the EmpRes schedule tightened and Electric Lightwave was asked to significantly accelerate the installation.

Electric Lightwave responded by transitioning the entire operation onto Electric Lightwave's network with no disruption to services. "All 50 locations migrated over to the new network in 60 days without anyone at our facilities noticing," Adams stated, "Electric Lightwave provided us the solution we needed: a network we could rely on." Electric Lightwave's Wireless Backup Service was also installed to assure business continuity for mission-critical applications. In the case of a wireline failure, the EmpRes traffic is automatically switched over to a wireless connection without manual intervention.

Throughout the design, installation and transition, Electric Lightwave was responsive and dedicated to the project's success, establishing themselves as a trusted partner. "We don't see Electric Lightwave as providing a service; we see them as a partner," said Adams.

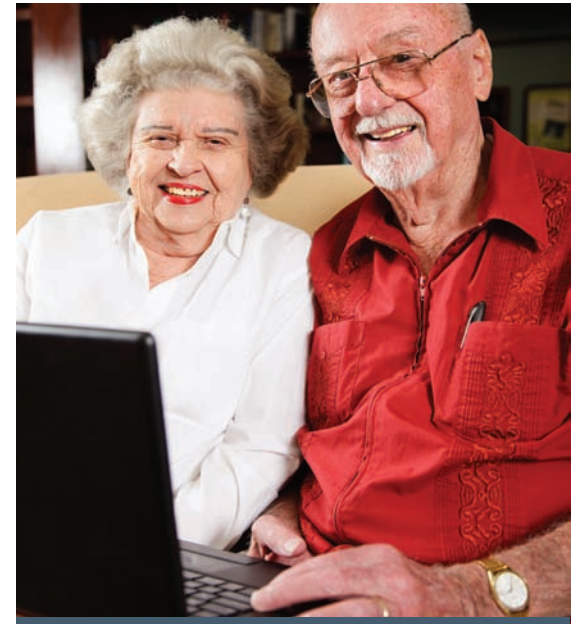
Results

Electric Lightwave's reliable network serves as a secure foundation for the EmpRes infrastructure, allowing them to implement a higher level of automation. As a result, EmpRes is expanding best practices, implementing robust EHR technology, and expanding services to their residents. The EmpRes technology team no longer oversees costly, time consuming manual fail-over procedures and now has a dependable business continuity solution with Wireless Backup Service in place.

In addition to the IP/MPLS VPN Solutions network and Wireless Backup Service, Electric Lightwave provides:

- **Flexible Voice Communications** – delivering voice service over multiple platforms, Electric Lightwave delivers the right service to each unique living center.
- **Colocation** – offering EmpRes geographic diversity, Electric Lightwave's carrier-class colocation services ensure EmpRes traffic never leaves the safety of the Electric Lightwave network.

The new network enables EmpRes to deliver a broader range of services for residents, which include improved voice services to resident rooms, making life better for the residents of all 45 care centers. EmpRes knows that the strong partnership and trust they have with Electric Lightwave are integral to an on-going collaboration on both immediate operational needs, as well as long term technology roadmaps. "I know what to expect from a carrier and Electric Lightwave always seems to exceed my expectations," said Adams.



"Electric Lightwave provided us the solution we needed: a network we could rely on."



Rod Adams

IT Director, EmpRes Healthcare

CUSTOMER BENEFITS

- + Automated fail-over to wireless connections eliminates time-consuming manual switching.
- + Lowered costs from Integra's network through WAN optimization.
- + Reduced latency results in improved call quality for all facilities and improves server response times for updates to data and application access.
- + Improved customer service helps IT team keep pace with rapidly evolving needs.

ABOUT ELECTRIC LIGHTWAVE™

Electric Lightwave™, an Integra company, serves as a trusted network infrastructure partner to enterprises, government agencies and carriers in select markets throughout the western United States. We combine dense metro and intercity fiber assets, enterprise-grade network solutions, including Ethernet, Wavelengths and IP, with a highly responsive and easy to do business with approach. Electric Lightwave offers a premium service experience to match our premium network infrastructure solutions.

CONTACT US ▶ (877) 953-7747