Case Study
Healthcare provider unifies disparate infrastructures with Network as a Service

Client: MindPath Care Centers

The client, a southeastern-based mental health provider, has been recognized by local media, including WRAL broadcast news, as a top company in South Carolina and Florida. Expanding from a single-site facility to multi-site conglomerate across several states left **MindPath Care Centers** struggling with growing pains and significant infrastructure limitations. The client faces a substantial regulatory burden and must share large amounts of PII with other providers, health insurance firms, the government, and other entities on a daily basis.

Challenge	CBTS solution	Results
• The client suffered from limited IT staff.	• CBTS experts provide 24x7x365 data management, monitoring, and support to the healthcare provider.	• A fully connected, distributed data ecosystem was realized.
• A knowledgeable IT partner was needed to streamline the client's growing, multi-office operations.	• A centralized Cisco Meraki web dashboard was implemented to act as a single pane of glass.	• Capital and operational cost reductions were made, and the client gained the ability to move to a predictable monthly utility pricing model.
• Disparate infrastructure became difficult to manage and upgrade.	• Upgrades were made in order to provide deeper visibility into network operations.	• Security, availability, and regulatory compliance were all significantly improved.

Challenge

As a mental healthcare provider, the client possesses extremely sensitive data on a large number of patients. Having expanded from a single office to multiple offices over the years, its two-person IT staff faced a jumble of equipment and platforms that demanded a broad range of service and maintenance tasks, licensing management burdens, lifecycle issues, and everything else required of an ad hoc distributed architecture.

All of this added to the data burdens of the office staff, who had to coordinate information from multiple platforms in order to meet regulatory requirements, process billing, coordinate with hospitals, pharmacies and other providers, and maintain steady, accurate communications with patients.

All the while, new forms of data infrastructure, ranging from mobile devices and applications to emerging IoT platforms, required increasingly higher levels of availability, collaboration, and automation.

CBTS solution

After thoroughly reviewing the client's existing infrastructure and both present and future data needs, MindPath's trusted advisor, Opex Technologies, partnered with CBTS, and initiated a state-of-the-art Network as a Service (NaaS) platform powered by the Cisco Meraki dashboard. This solution addressed a number of key requirements:

- Low start-up costs coupled with simplified operations and upgrade processes

- Full compliance with HIPAA and other regulations

- Agile, cloud-delivered deployment and management of hybrid public, private, wireline, and wireless networks

- High availability coupled with dynamic scalability

"As we adapted to expanding our company, it was eye opening to see how flexible the CBTS team and our trusted advisor Opex was," said Eric Garrison, CTO of MindPath. "Their teams made it easy to add locations and make changes to their solution as our company evolves."

Results

The provider is now in command of a fully virtualized network ecosystem that not only connects its multiple sites but enables deep visibility into network and traffic conditions to ensure optimal data flow. At the same time, day-to-day management is offloaded to highly trained professionals at CBTS while reserving the ability of internal IT to focus on higher-level, strategic operations.

Meanwhile, encryption of data in motion ensures that data is protected even if network resources are compromised.

"CBTS was very easy to work with and accommodating. The Channel Manager and Solution Engineering team were quick to respond and creative when it came to generating a solution that satisfied the customer," said Auburn Holbrook, President of Opex Technologies. "At the end of the day they strive to always put the customer needs first."

Contact us for more information on how CBTS can modernize and transform your organization's communications infrastructure.

MindPath Care Centers
cbts.com 002210216 B

Communication, covered.

2