

# HEALTHCARE SOLUTIONS OPTIMIZED

“THROUGH ITS UNIQUE BUSINESS PROPOSITION, GLOBAL CAPACITY HAS HELPED OUR COMPANY AUTOMATE AND OPTIMIZE OUR INFRASTRUCTURE, ALLOWING US TO OFFER OUR SaaS SOLUTION TO THE HEALTHCARE COMMUNITY THROUGH A MORE EFFICIENT NETWORK.”



## The Opportunity:

Software-as-a-Service (SaaS) solutions require a reliable network infrastructure to ensure customers have access to information. One such SaaS company is transforming the healthcare industry by providing hosted healthcare software solutions delivered over its network platform. As this firm achieved unprecedented growth in its hosted service, the ability to rapidly and cost effectively support that growth from a network perspective became increasingly challenging. Through its SaaS platform, the company optimizes processes for healthcare industry professionals by eliminating errors, variance and waste for everyone from single-doctor practices to entire health care systems. With a core focus on providing solutions for the healthcare industry through enabling real-time access to information and reporting systems, the company required a more optimized network infrastructure to support the growth of its core solution. The firm issued a Request for Proposal (RFP) to a variety of carriers and service providers seeking an alternative network solution to its existing architecture. , and the conventional wisdom suggested a carrier provided MPLS solution. The company also required a vendor that could support its global growth trajectory as its services now extended beyond North America into Australia, Asia, Western Europe, and the Middle East.

## The Solution:

In contrast to the carrier provided MPLS solutions proposed by most suppliers, Global Capacity proposed a unique and immediate cost-saving solution. Global Capacity suggested implementing a fixed cost, private core network architecture that would allow the company to grow and scale with small incremental cost, resulting in a total network cost that is a fraction of the cost of implementing and growing a carrier provided MPLS network solution. Based on the company's existing network, Global Capacity focused on understanding the client's true pain points - notably the cost of new network deployment and the overall network management and support required to support its expanding global infrastructure.

With these core needs in mind, Global Capacity designed an alternative solution that leveraged a multi-gigabit, multi-node, private-line wavelength solution. The design provided the client with the flexibility to run whatever protocols and services they desired over this highly resilient, cost effective architecture. This flexibility provided the company with the ability to expand its future service offerings over this network infrastructure, enabling them to expand the portfolio of value added services they deliver to their healthcare clients. Through the course of a well managed migration plan, this solution would create a complete, common platform for the client's entire global network, even as the company grows. The solution would provide a dedicated backbone infrastructure with access flexibility assuring the company's customers could directly connect to its network to leverage its SaaS solutions today, and other valuable services in the future.





In order to implement the solution, Global Capacity's proposal included the One Marketplace, which automates the design, pricing and ordering process of new services for the client. The proposal also included comprehensive engineering, project management, and network management services, ensuring efficient implementation and operation of the new network, seamless migration of services from the old network to the new network, and a reduction in the number of dedicated employees the company would require to support the new network.



## The Results

The company agreed to implement Global Capacity's innovative solution and entrusted Global Capacity to manage its complete network infrastructure. Global Capacity will manage the design and implementation of a dedicated private line wavelength solution, re-designing the client's core network. Global Capacity will then design and implement access network solutions that optimize connectivity to the core network, improving end-user customer connectivity into the SaaS platform, enhancing the overall quality of service for its users.

Global Capacity's solution, already underway, is helping to transform the client into a more effective partner for the healthcare industry. The client's SaaS solutions will enable its customers to cost-effectively and efficiently access real-time information to manage its business processes. With its reliable infrastructure in-place, and the client's new realized ability to quickly deploy reliable access solutions for its customers, the company will be able to realize more revenue from its client base while being more effective in delivering its services.

Over the course of the implementation, Global Capacity's solution will reduce the client's expected network deployment costs by 40%. Furthermore, through Global Capacity's One Marketplace platform, the company will be able to quickly obtain pricing and access solutions to support its global network expansion not only within North America, Western Europe and Asia but also to new regions including South America and the Middle East.



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For more information about Global Capacity and its Healthcare Solutions visit [www.globalcapacity.com](http://www.globalcapacity.com)