

## Executive Summary

### DataTel Consulting Inc

- Provide reliable network with high bandwidth to run their NextGen solution, PMS, VOIP Apps and share large data files
- Connect all 29 locations to facilitate continual sharing of medical and scheduling information
- A vendor with CTF knowledge
- Reasonable price

### Business Challenge

- A reliable data network configured with Fiber based MPLS T1, with automatic IP-SEC failover in case of a circuit failure, integrated with a 3G wireless solution for their smaller WIC sites
- Sufficient bandwidth to enable to smooth running of their NextGen solution, as well as the sharing of massive amounts of data simultaneously, including multiple MRI files.
- CTF discounts to help subsidize some of the cost increase
- Quadrupled their total network bandwidth from 70Mb to 291 Mb for a total cost increase of approx \$560.00/month

## DataTel® helps Northeast Valley Health Care Meet Bandwidth Needs for their NextGen EHR Implementation

Northeast Valley Health Corporation (NEVHC) is one of the nation's largest community health centers with 13 Joint Commission accredited health care sites (including one mobile clinic and three school-based centers), 18 WIC centers, one pharmacy and two dental sites. Serving over 60,000 community members in California's San Fernando and Santa Clarita Valleys, NEVHC provides medical care for children, the disabled, older adults, families and the homeless, to name a few.

**Challenge:** Meet the critical need for a reliable data network that enables the sharing of very large data files among multiple locations

With more than 55 medical professionals providing patient services in so many locations, scheduling is difficult. Adding to the difficulty is the need to share large amounts of data within the group, with hospitals, with other doctors, and with referring physicians. The group needs to share MRI scans, each of which is a minimum of 185 MB – from MRI machines Operating full time. With all these data files going back and forth, you can understand the challenge facing Stephen Gutierrez, Director Of IT for NEVHC. To complicate matters even further, Gutierrez is knee deep in his NextGen Installation in order to meet the federally mandated EHR laws. When Gutierrez said he needed a reliable network to support the day-to-day activities of the medical group, he wasn't joking. Even a little downtime with phones or the data network severely affected business operations. Realizing the importance of

such a network upgrade, Gutierrez worked with DataTel Consulting Inc in choosing a new vendor. While network reliability was the primary concern, pricing was also a factor. "We wanted a good network," said Gutierrez, "but we also wanted a good price. DataTel was instrumental in helping us design the right network and negotiate the right pricing."

**Solution:** After a detailed analysis of 4 different carriers, XO emerged as the winner. The proposed solution was a combination of Voice, data, and MPLS network services across all locations. Using a 100 MB Fiber MPLS T1s, a 50 Meg data T1s, 10 MEG Ethernet over copper and 13 primary rate interface (PRI), and local lines

To support NEVHC Medical Group's data-sharing needs, XO provided a Fiber based MPLS network in combination with EoC (Ethernet over copper) to connect the group's 29 locations, enabling them to share medical and scheduling

data. Most of the larger locations are configured with 10.0 Mb MPLS T1s, bound together to support the high volume of network traffic. Smaller WIC Offices are connected to the network with a 1.54Mb MPLS T1. XO also provides local and long distance voice services and dedicated Fiber Internet access. Gutierrez is especially pleased with the support he gets from his DataTel local sales team. “This was a big project and we wanted to make sure that we had evaluated all available options. DataTel’s sales team bent over backwards accommodating our every need in making sure no rock was left unturned.

## Results

### Reliable Network

Burned by occasional down time with his previous provider, Gutierrez is excited about the reliability of the XO network.

### Successful Data Sharing

In the medical world, data flow is key to running a business. Gutierrez said that huge amounts of data – from scheduling information to medical records to large MRI files – are shared not only between locations, but also with hospitals and referring doctors. “DataTel’s recommendation of the XO solution, will keep the data flowing,” said Gutierrez.

### Problem Resolution

According to Gutierrez, turn-up of the XO solution won’t be easy, given the amount of locations. “However,” said Gutierrez, “When an issue arises that the local XO support team can’t resolve, DataTel’s Customer Care Department escalates on our behalf and takes care of it immediately.

## About XO Communications

XO Communications is a leading nationwide provider of advanced communications services and solutions for businesses, enterprises, government, carriers and service providers.

XO customers include more than half of the Fortune 500, in addition to leading cable companies, carriers, content providers and mobile network operators. Utilizing its unique combination of high-capacity nationwide and metro networks and broadband wireless capabilities, XO offers customers a broad range of managed voice, data and IP services with proven performance, scalability and value in more than 85 metropolitan markets across the United States.



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