


## Case Study : Large, Public Healthcare Provider



With its previous carrier, the IT staff at a major, publicly traded Healthcare Company, were often left in the dark when it came to maintaining and accessing the status of their MPLS network. “The primary issue was that we could not see what was happening at the LEC”, said their CIO. “As the end user, we are not making a contract with the LEC, so we have to rely on our carrier to let us know when there is a problem.” Unfortunately, the Company’s prior carrier made it impossible for the CIO and his team to speak directly with the LEC as part of the issue resolution process. In addition, the carrier maintained strict control over the devices at each node, preventing the Company from assessing the issues themselves, resulting in delayed fixes and extended outages. “Sometimes, we could never get an issue fixed, because we simply had no idea what was going wrong.”

### Prior Issues: Lack of Support

While the Company was assigned an account representative, the CIO reports that support was ineffective. “We have real patients in our facilities who may be relying on our communications system to receive the correct treatment,” said the CIO. “It felt like [our carrier] did not understand or care how urgent our services were.” There was no option for escalation, and it often took days to resolve issues. Furthermore, when the Company wanted to make changes to their network as their operations expanded, their prior carrier was inflexible. They could not implement necessary, and sometimes critical, changes to their communications network without traversing bureaucratic hurdles through their carrier.

The Company was certain that they were going to leave their provider at the end of their contract. Before their contract was even over, however, the Company’s IT staff had its sights set on AireSpring. AireSpring had provided PRI circuits to the Company during this time, and it was clear to the CIO and his team that AireSpring had everything their current carrier did not.

### Solution Open Access

Unlike their previous provider, AireSpring has made sure that before Company had full access to its MPLS network. Rather than shutting out the IT team, AireSpring staff conferenced them in on phone calls with carrier technicians, working as advocates for the Company when fixing problems on the LEC side, constantly updating the Company on the status of their equipment and any problems on the network. “I enjoy being conferenced in on phone calls between AireSpring technicians and the LEC. This gives me a lot of confidence when resolving issues, because I always know what’s happening,” said the CIO.

### Fast and Flexible Support

Switching to AireSpring meant the Company Group’s IT staff could access a fast and reliable customer support team. AireSpring’s support system is multi-tiered, houses certified technicians, and escalates all the way up to the CEO. “Once prices are equal, there’s not much of a difference between technologies. The big differentiator in telecom services is support. That’s why we chose AireSpring.” With AireSpring, the Company is not only able to reach a dedicated customer service line, but also benefits from AireSpring’s Network Operations Center (NOC), which monitors the AireSpring network 24/7 to pre-emptively prevent issues from becoming problems.

### Room for Growth

As a growing business with new facilities opening each year, the Company needs to be able to make changes to their MPLS network quickly. While their previous carrier made it difficult for them to implement changes at all, AireSpring’s flexibility has allowed the Company uninhibited growth. “We need new circuits quickly and easily, all the time. And we have had no trouble getting that, and much more, since partnering with AireSpring.”

**“We looked at Sprint, Verizon, and other major carriers, but I was done with the large providers. Once prices are equal, there’s not much of a difference between technologies. The only thing that matters is whether there is a real support mechanism when things go wrong. That’s why we chose AireSpring.”**