
Healthcare provider cannot afford failing lines during critical patient care

Challenge

At 490 healthcare facilities, this customer had 2,000 expiring POTS lines connecting fire panels, security alarms and patient elevators.

To maintain operations and patient care, this customer's key requirement focused on trust and reliability. Also required on-site auditing of their POTS network to maximize cost efficiencies.

The customer needed to find a digital, fully-compliant and cost-effective solution supported with high levels of safety protocols and redundancy for maintaining patient care standards.

Solution

The VBG account team partnered with MarketSpark to develop a comprehensive POTS replacement solution with modular architecture for each facility.

Leading with Verizon LTE Business Internet, MarketSpark proposed POTS replacement with Command Center Management portal.

The solution provided technical support and installation resources required to prevent any service disruptions. Delivered the required services using highly scalable technology and met the deployment timeline.



Customer benefits

- Implemented POTS to FWA digital safety/security, elevator communications and analog systems at healthcare facilities
- Customer obtained cost savings with flat-rate predictable billing and disconnected unused lines
- Deployed fully managed network solution and maintenance with 24x7 support, for simplified, operational IT costs
- Converted analog to digital network for functionality with advanced features for monitoring, safety and security

