Case Study

IU Health deploys COVID-19 remote testing centers in 24 hours with SD-WAN

Client

Indiana University Health

Indiana University Health is a nonprofit healthcare system that operates 17 hospitals throughout Indiana and employs nearly 30,000 people. It is recognized as the largest and most comprehensive healthcare system in the state.

Challenge	CBTS solution	Results
• The pop-up clinics, which were being established at off-campus locations, needed reliable connectivity and full access to hospital applications in order to effectively treat at-risk populations. • Delivering and deploying the required hardware within IU Health's urgent time frame would be logistically difficult. • It was crucial to prepare for a possible influx of COVID-19 cases without putting other patients in the main facilities at risk.	• An existing partnership between IU Health and CBTS provided a thorough understanding of the task at hand, allowing CBTS to build an informed and specialized network solution. • Three fully operational VeloCloud networks were deployed within one business day, directly connecting the new pop-up sites into existing IU Health data centers and applications. • VMware SD-WAN by VeloCloud offered IU Health the connectivity and collaboration tools needed to get the pop-up clinics operational.	• The synergistic and forward-thinking partnership between client and provider led to the rapid deployment of three pop-up clinics in one day, with 12 more clinics in progress. • IU Health was provided with a managed network solution that allowed it to take COVID-19 testing and treatment to the front lines and serve tens of thousands of patients in non-traditional locations. • This collaboration is the latest in a pattern of close cooperation between CBTS and IU Health, one that quickly creates life-saving network solutions.

Challenge

Knowing that they would be on the front lines of the fight against COVID-19 when it began impacting communities in Indiana, IU Health turned to VMware SDWAN by VeloCloud to prepare. Amid fears that hospitals around the country would be overwhelmed by crowds of patients impacted by the virus, increasing the risk of new infections, IU Health was one of many healthcare systems looking to expand their treatment capacity by establishing additional treatment centers.

To reach and serve vulnerable members of its community and to mitigate overcrowding in traditional hospital facilities, IU Health needed to establish remote sites for COVID-19 testing and diagnosis. These remote sites would operate as a preventative measure to reduce the risk of infecting other hospital patients admitted for non-COVID reasons. However, these remote sites still required the same data center functionality, information security, and reliability that fully networked hospital facilities are equipped with. The issue at hand was to extend IU Health's existing IT infrastructure to get these new "pop-up" clinics operational as soon as possible.
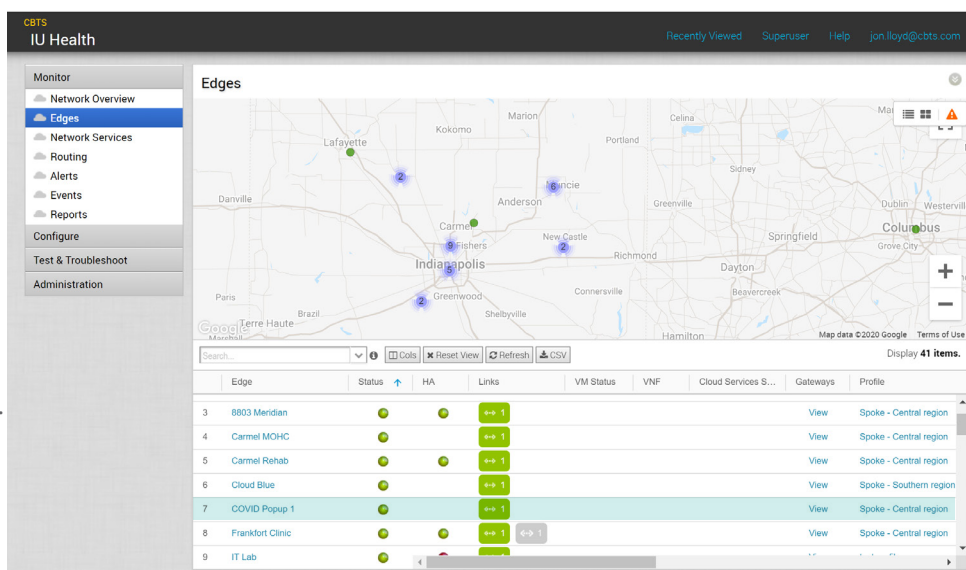
Once established, the pop-up clinics, often located in parking lots and other remote areas, needed to function at the same level of effectiveness as a fully networked hospital facility while also tying directly into the existing data centers and access critical applications and data intelligence—additionally, the networks for these sites needed to be established within 24 hours. Also, reliable Internet is not always available in these environments, and VeloCloud was needed to deliver consistent application performance over spotty Internet conditions.

CBTS and VMware SD-WAN by VeloCloud solution

A strong and productive partnership existed between IU Health and CBTS prior to the COVID-19 pandemic, which afforded both organizations the awareness and forethought needed to meet this challenge. CBTS representatives were plugged into the day-to-day demands of the IU Health network infrastructure and prepared to support this significant increase in agility.

By looking at global forecasts and ordering additional inventory ahead of time, CBTS was able to deliver a VeloCloud SD-WAN solution on demand for IU Health despite inventory levels causing global delays. CBTS and IU Health were able to establish a nimble, mobile, and scalable cloud computing network that can establish and maintain connections between these mobile COVID-19 clinics, and the primary IU Health data centers.

The highly mobile nature of SD-WAN made it well-suited for ensuring that IU Health's pop-up clinics were securely and reliably connected to the main hospital data networks and applications. Built-in redundancy means that the remote treatment centers could maintain their full capabilities despite the physical distance from primary hospital facilities. With SD-WAN, these clinics would stay mobile without sacrificing network security, site-to-site communications, file sharing, or any other vital tools.

The VeloCloud solution includes proprietary capabilities to enhance collaboration tools and cloud applications over Internet transport while providing direct and secure access to primary IU Health data centers and the capability to prioritize mission-critical data or voice traffic. VeloCloud also delivers reliable application performance even over unreliable Internet conditions. This took the guesswork out of interconnecting the pop-up clinics and allowed IU Health to focus on treating their patients first and foremost.

This pre-planning allocates fifteen mobile VeloCloud units provided to IU Health within one business day, with more on standby if needed. Between the CBTS people and processes, VeloCloud's technology, and the tireless efforts of IU Health's medical professionals and support staff, deploying pop-up clinics to fight back against COVID-19 was a smooth and efficient process. As a result, IU Health quickly received the network support it needed to do its life-saving work.

Why CBTS

As organizations around the globe race to adapt to the public health crisis posed by the coronavirus, a new normal is developing around telemedicine and cloud computing technology. Businesses will need the right tools and strategies to adapt quickly. A managed, cloud-enabled SD-WAN solution from CBTS offers the flexibility a modern enterprise needs to stay competitive in the changing world.

By partnering with CBTS for a managed SD-WAN solution, you're receiving an active partner that is directly plugged into your network and heavily invested in your success.

Contact CBTS today for more information on how a VeloCloud network solution can serve your organization.

Contact us today at cbts.com

To learn how SD-WAN as a managed service from CBTS can provide reliable, future-forward networking solutions for your healthcare system, contact us at **www.cbts.com** or **866.587.2287**.