Case Study
Removing barriers for TaleMed with a full-spectrum upgrade

TaleMed

When your organization has a mission as important and impactful as supporting healthcare operations, settling for sub-par connectivity and outdated technology isn't an option. TaleMed found itself in need of greater bandwidth and a more modern telecommunications system and sought out a managed service partner to help take the necessary steps forward.

The challenge	The solution	The result
• TaleMed suffered from insufficient bandwidth to effectively coordinate between its employees and clients. • The telecommunications system TaleMed had been using was in need of substantial updates.	• To address these issues, TaleMed worked closely with their trusted advisor and CBTS to update the enterprise's network infrastructure. • A dedicated fiber connection was implemented to improve bandwidth and suite of new telecom tools was put in place as well.	• Bandwidth increased from 200x200 Mbps to 400x400 Mbps and TaleMed gained Auto VPN capability, improved network security, and more. • After the upgrade process was complete, TaleMed had gained a Network as a Service powered by Meraki, VeloCloud SD-WAN and ATC Super Support™.

About the client

TaleMed provides industry-leading healthcare staffing solutions to healthcare facilities and health systems nationwide. As an industry leader, TaleMed is consistently a top-rated travel healthcare company by clients and employees alike. TaleMed offers innovative solutions to streamline the hiring process, deliver top-quality healthcare professionals, ensure a good cultural fit, and eliminate unnecessary costs.

The challenge

TaleMed's purpose is to positively impact the lives of healthcare professionals, hospital staff, and everyone in their care. This mission was being hampered by a lack of bandwidth at their headquarters in Loveland, OH, home to 105 employees, 20 of which are remote or mobile workers.

When TaleMed's CTO, Daren Donohoo, originally reached out to Advanced Technology Consulting's (ATC) co-founder and managing partner, David Goodwin, he was solely inquiring about a bandwidth upgrade. Donohoo had worked with Goodwin and ATC with a former employer. He valued Goodwin's solution-agnostic approach.

At the time, TaleMed had dedicated fiber connectivity in need of more bandwidth and a phone system that, by all accounts, operated "okay." Through consultation with Goodwin and "discovery" conversations, it turns out Donohoo had other things on his mind as well.

TaleMed's existing Cisco stack was not quite end-of-life, but it was four years old. Donohoo either needed to purchase new licensing or a whole new stack. Licensing for the fifth year was going to quadruple. Both scenarios represented a $4,000 to $5,000 immediate capital expense.

In addition, Donohoo was frustrated with Layer 7 and the TaleMed CRM. He wanted to see the staff at TaleMed utilize their business-critical CRM, LaborEdge, much more harmoniously. While the user experience was not spinning-wheel bad, it was disjointed and not smooth. LaborEdge is a cloud-based healthcare staffing solution. In order to fulfill their mission, TaleMed needed this application to run on all cylinders whether workers are onsite at the HQ, remote, or mobile.

Furthermore, as a one-man show, Donohoo wanted more timely and responsive service and support. He felt slighted and frustrated by the existing support he was receiving from providers.

The solution: ATC and CBTS

After soliciting proposals from multiple providers for voice and data services, through consultation with Goodwin, TaleMed landed on DIA with backup, hosted unified communications, SD-WAN, and Network as a Service (NaaS) with CBTS.

Bandwidth increased with the dedicated fiber connection from CBTS. The upgrade was a jump from 200x200 Mbps to 400x400 Mbps. CBTS shared service, Fioptics, serves as backup at 250x100 Mbps. CBTS NaaS solution leverages Cisco's Meraki technology to include Auto VPN, security, and switching and routing all delivered within an "as-a-service" model. The Meraki stack included an MX100 firewall and MS120 switches with a 400 Mbps VeloCloud SD-WAN appliance. CBTS Broadsoft-based UCaaS solution included 100 PolyCom VVX411s and Trio 8800 conference room phones, receptionist software, and 65 hosted call center clients with 13 supervisor licenses.

The results

The technology suite recommended by Goodwin has provided TaleMed with a high-performance, fully managed network with management and monitoring by CBTS. The new UCaaS platform has resulted in better internal and external communications and much more collaboration.

Due to the increased bandwidth, NaaS stack, and SD-WAN with traffic prioritization, TaleMed immediately experienced elevated levels of internal productivity and external customer satisfaction. Employee productivity with the CRM, LaborEdge, is at an all-time high. The TaleMed workforce is now fully empowered to attain their mission.

"Our current solution with all new equipment has been quite the upgrade," says Donohoo. "Our mobile workers are raving. I never knew how unreliable the old VPN was until they started reaching out to me to let me know how happy they were with the new experience. In addition, the NaaS managed solution takes a lot of worry off me, and ATC's Super Support allows me to sleep like a baby."

ATC's Super Support™ provides a direct line of highly "personalized" support—above and beyond the provider. The ATC Super Support™ team knows the particulars of TaleMed's account and can immediately start assisting. Often, this saves Donohoo countless hours reaching out to "ticket takers," spending time on hold, and getting no resolution when a problem occurs.

Super Support™ can also be reached for day-to-day Moves, Adds, Changes, and Disconnects (MACDs) as well as for questions and escalations. If the ATC Super Support™ team cannot solve or answer TaleMed's issues on their own, they will open tickets with the provider on TaleMed's behalf and escalate accordingly.

After the consultation with Goodwin and "deep dive" conversations, once it was all said and done, TaleMed landed with double the bandwidth, backup connectivity, a new UCaaS phone system, and Network as a Service powered by Meraki, VeloCloud SD-WAN and ATC Super Support™. All this with no upfront, capital expenses for equipment, and only a 9 percent increase in monthly operating costs.

Why CBTS?

Due to next-gen telecom and IT projects like this, CBTS recently announced that Advanced Technology Consulting (ATC) won Channel Partner of the Year for 2019. CBTS awards this designation based on key performance indicators for overall business impact. CBTS recognizes partners that excel in selling strategic services, specifically UCaaS, SD-WAN, and NaaS.

"ATC is certainly among the best when it comes to being a trusted advisor," says Rob Messmer, CBTS Channel Chief. "We are very excited to have such a strong relationship with them. By helping clients navigate the rapidly evolving technology world, ATC functions as an extension of their customer's organization."

Contact us today at cbts.com for more information on how a NaaS solution can help modernize your organization.