



## Case Study

# Statewide nonprofit unifies multiple locations with Network as a Service (NaaS)



### Client: **Boundless**<sup>®</sup>

**Boundless** represents a dynamic family of nonprofits focused on behavioral health communities across the state of Ohio. From residential support and vocational rehabilitation to applied behavior analysis and outpatient services, Boundless focuses on people-centered care. Their mission is to help individuals become active participants in the communities where they live, work, and play.

Challenge	CBTS solution	Results
<ul style="list-style-type: none"><li>Replacing a 30-year old system, and streamlining outdated technology.</li></ul>	<ul style="list-style-type: none"><li>Upgrades were made in order to provide a deeper visibility into network operations.</li></ul>	<ul style="list-style-type: none"><li>Security, availability, and seamless connections.</li></ul>
<ul style="list-style-type: none"><li>Finding a knowledgeable IT partner to streamline growing, multi-office locations.</li></ul>	<ul style="list-style-type: none"><li>A centralized Cisco Meraki web dashboard was implemented to act as a single pane of glass.</li></ul>	<ul style="list-style-type: none"><li>Capital and operational cost reductions. Client gained the ability to move to a predictable monthly utility pricing model.</li></ul>
<ul style="list-style-type: none"><li>Gathering sufficient IT staff support to manage a growing network.</li></ul>	<ul style="list-style-type: none"><li>CBTS expert engineers proactively manage and monitor 24x7x365.</li></ul>	<ul style="list-style-type: none"><li>A fully connected, distributed data ecosystem.</li></ul>

## Challenge

Boundless needed to replace its aging phone system to allow for seamless communications between its multiple locations across the state of Ohio. The organization was hampered by a 30-year old system that essentially “daisy-chained” locations with a series of patchwork solutions across the state. Every time a new location opened, another piece of gear was needed to make it work. Boundless ended up with a multitude of disparate platforms from site to site with more than 30 IT vendors. The situation was becoming unmanageable and costly.

## CBTS solution

Boundless’ trusted advisor, Parallel Technologies, partnered with CBTS to consolidate all locations into one network that could be easily managed as a whole. CBTS implemented **Network as a Service (NaaS)**, switches, firewalls, and access points to create an environment for network standardization and management. Parallel assisted with re-cabling every Boundless site, procuring Internet and carrier services for new sites, and fixing various network issues.

## Results

Boundless now has a single endpoint through which to manage and monitor their gear and network. CBTS has taken over the day-to-day network maintenance, freeing up Boundless’ in-house IT team to focus on higher level tasks. Boundless now has the ability to co-manage every site location on a single platform. Now the client can add as many sites as they want with ease.

Boundless is opening new and upgrading locations at a rapid rate. With plans to expand growth into neighboring states and having a Network as a Service solution ready to go, Boundless is now in a position to realize the goal of site expansion without the costs and headaches of the past.

**Contact CBTS** for more information on how a custom NaaS solution can modernize your organization and enable streamlined, manageable growth.

