

# HEALTHCARE

## HEALTHCARE NONPROFIT SECURES STRONG TELECOM EFFICIENCIES WITH VOCAL IP FWAAS



### OVERVIEW:

Robust growth and increasing maintenance and cost burdens were increasingly forcing the staff of this nonprofit healthcare organization to IT tasks that distracted them from their core mission: to provide advocacy, support, and resources to New York residents struggling with HIV and other chronic illnesses. In need of a HIPAA-compliant telecom and data network platform that lowered their costs while increasing their organizational flexibility, they approached Vocal IP for a solution that would make the most of their limited IT resources.

### PROBLEM:

Many – if not most – Vocal IP customers share the same critical problem: stretching limited IT and financial resources to build and support larger, more distributed telecommunications needs. These needs are driven by vastly increased expectations, in terms of employee needs, customer requirements, regulatory compliance, and the growing range of digital threats from the online world.

This Vocal IP customer is a healthcare nonprofit in New York that focuses on an important job: getting critical resources into the hands of the medically fragile. Founded in 1990, this organization arranges medical care, peer support, housing assistance, and general advocacy for area residents struggling with HIV and/or other chronic health conditions. Without their help, many of these people would fall between the cracks of our health system.

This organization had already implemented an IP-PBX phone system. However, it had proven to be exactly

the opposite of what they needed, costly and difficult to maintain, inflexible, overly complex, and badly supported by their vendor. Left to their own devices to maintain their phone system, this nonprofit's limited staff was forced to divert time and energy to take on management burdens that should have either been automated or vendor-driven.

In addition, they needed a better network security solution. Their existing implementation consisted of firewall appliances installed on site and maintained internally, and they wanted a state-of-the-art virtual alternative that offered strong HIPAA compliance and reliable Tier 2 support.

### SOLUTION:

When this customer approached Vocal IP for a prospective solution, our engineers carefully examined their situation. This multi-site organization functioned in traditionally underserved areas of New York, meaning that available Internet services and resources would vary and often not be ideal. They needed a scalable IP-based telephony and data platform that would substantially reduce the labor required by staff to maintain it. On top of everything, the new network would have to provide very strong HIPAA-compliant security, assuring the privacy of patients and their healthcare information.

After careful consideration, the organization's IT director decided to proceed with a deployment of Vocal IP's Cloud Voice solution. It was a relatively simple, very cost effective replacement for their outdated IP PBX, consolidating their locations into a single modern IP-based phone tree. The system also provided strongly encrypted, HIPAA-compliant



security out of the box, as well as free on-demand Tier 2, 24/7/365 NOC-based support.

Due to the variety of common Internet services available in their different locations, our team creatively sought out reliable, low cost services (such as Fixed Wireless) and sources for carrier access and inter-site interconnectivity. The combination of different technologies was invisible at the customer level, however, integrated seamlessly through a single easy-to-use Vocal IP web portal.

Finally, this nonprofit replaced their appliance-based firewalls with a single consolidated FWaaS (Firewall as a Service) virtual firewall solution, based in our HIPAA-compliant data centers. This eliminated a substantial cost and maintenance burden, freeing critical resources that could then be redirected to tasks more closely aligned with the organization's core mission.