

CASE STUDY

SECTOR

Healthcare

SERVICE

Managed Services

Broadband

5G Fixed Wireless

Managed Firewall

ACCELERATING ANIMAL CARE **HOSPITAL AND OFFICE OPENINGS**

WITH **GTT** MANAGED NETWORKING AND SECURITY





ACCELERATING ANIMAL CARE HOSPITAL AND OFFICE OPENINGS WITH GTT MANAGED NETWORKING AND SECURITY

Animal care hospital group supports urgent care clinics with practice management solutions that enable business autonomy and excellent care experiences for pets and their owners.

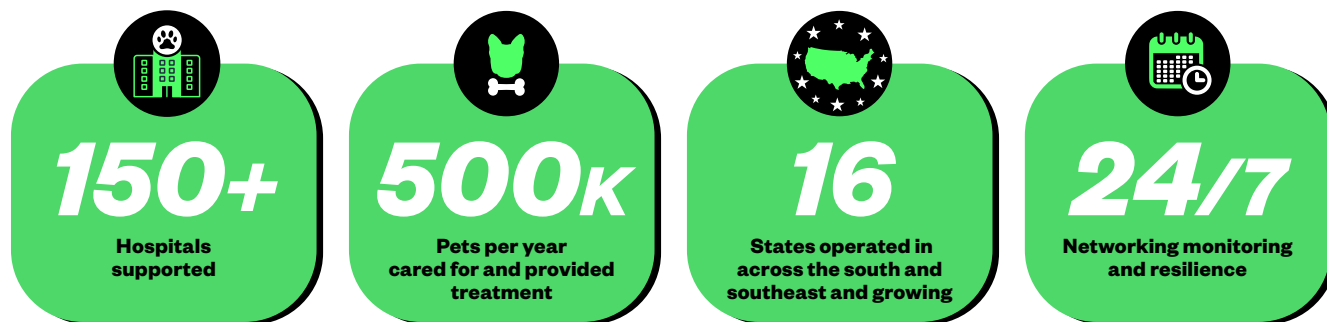
The group owns and operates over 150 animal clinics and hospitals in more than a dozen states across the United States. To support plans for continued growth, the group selected GTT to implement a streamlined, resilient network and security solution with real-time visibility and automatic failover across all its locations.

Today, new animal hospitals can be brought online and secured within days, not months, ensuring a homogenous and safe user experience.

SOLUTION HIGHLIGHTS

- **Managed network access for 150+ hospitals** – Wide Area Network supporting connectivity for all medical and business operations, including X-rays, telephony, cameras, and SaaS applications
- **Simplified management** – Number of local internet access providers reduced from dozens to one – GTT. One bill, one portal, one contact
- **24/7 Resilience** – Automatic failover with 5G service powered by Ericsson and fully managed by GTT
- **Consistent security** – Enterprise firewall service fully managed by GTT, secures crucial data supporting easy, reliable access for healthcare professionals, administrators and business decision-makers
- **Unified 24/7 network monitoring** – GTT EnvisionDX gives the IT team a real-time, comprehensive view of the network performance across all sites on an easy-to-read dashboard
- **Faster onboarding of animal hospitals** – Transition time for bringing newly acquired sites on-net, reducing the onboarding time from months to days with managed connectivity and security
- **Growth ready** – GTT's network footprint is a perfect complement for the group's growth strategy today and into the future

KEY STATS



This innovative animal care hospital group provides practice management solutions and functional support to its clinics and hospitals delivering year-round care for pets. Throughout the United States, the group currently has 152 hospitals with plans to continue its nationwide expansion.

The success of the group's mission, to deliver compassionate exceptional animal care, depends on its ability to connect its hospitals and departments seamlessly and enable quick and timely access to data and records for the veterinarians, caregivers, and staff. Its IT team is charged with managing and securing the digital infrastructure of the group's many sites as one cohesive organization, including onboarding the networks for new locations – which can average up to one per week.

The group's network, managed by GTT, helps spearhead its growth objectives, as connectivity and cybersecurity must be deployed before a new location can open. GTT acts as an extension of their IT team to ensure the network remains flexible, fast and secure, carrying traffic for the hospitals' most critical applications 24/7.

THE CHALLENGE

Simplify growth with a secure and resilient network

The animal care hospital group is committed to putting people and their pets first. The group's IT team supports this goal by maintaining a high level of network security safeguarding owner and patient data while ensuring all the hospitals have ample bandwidth to perform optimum animal care. This proven approach allows for the quick addition of new locations and the onboarding of new personnel.

However, when a hospital is brought into the group through acquisition, it can have up to three internet service provider (ISP) agreements. Each of these may bring its own approach to network architecture, security and backup management. Over time, this created complexity for the group's finance and accounts payable teams due to

the various disparate invoices and agreements from all over the country. From an IT security perspective, the wide variety of providers also led to approximately 150 different firewalls being deployed and maintained. The group wished to drastically simplify its security posture to remain safe and secure.

Its hospitals and clinics also rely on constant connectivity to the internet for their operations, including access to Microsoft Azure, which hosts many business-critical applications, files and processes. SaaS applications accessed over the internet sit at the heart of each of the hospitals' business operations, enabling its practice management system, business applications, phone systems and even cloud-based interfaces with X-ray machines. Internet downtime could risk stopping crucial care work, therefore, ensuring a streamlined approach to backup connectivity was important for business resilience across the many veterinary business offices and hospital sites.



CASE STUDY

THE SOLUTION

Secure and resilient Internet WAN

To support the animal care hospital group with connectivity for growth, GTT set a timeline and identified resources enabling an on-time project roll-out schedule for the implementation of a resilient, secure wide area network. GTT migrated the local access services used at each of the group's 150 hospitals and office network locations into one managed network and security service, enabling the team to meet the current and future demands of the business. The group's digital transformation also included the implementation of reliable 5G network technology powered by Ericsson for on-site backup. In the event of a failure on primary connection, the network switches over to the 5G service without interruption.

Advanced 5G network technology allows lightning-fast download speeds across cellular networks, ideal for the data demands of healthcare providers serving numerous geographies in urban, suburban and rural areas alike. At the same time, the GTT team proactively monitors and manages the company's network connectivity for each of the group's sites and ensures firewall updates and security patches are performed on time, all the time.

THE RESULTS

- 150+ site WAN with broadband and 5G network redundancy
- 99% network uptime guaranteed
- Effortless automatic 5G connectivity failover powered by Ericsson
- Speed to open new hospitals accelerated and simplified
- One GTT EnvisionDX dashboard for tailored 24/7 visibility and monitoring of the entire network
- Automatic firewall updates – zero calls, emails or reminders needed
- Number of local access providers reduced from 100+ to one – GTT
- Professional, knowledgeable customer service
- One monthly bill



Fit for accelerated growth with a trusted partner

With GTT managed connectivity, guaranteed uptime with 5G redundancy and advanced managed firewall services, the animal care hospital group's network is perfectly designed for its growth plans. Now its IT team can quickly add new hospitals and offices to its network wherever required. Whether through mergers, acquisitions, partnerships or newly built hospitals, its network expansion is greatly simplified and more nimble, with reduced strain on the IT team and finance departments. Adding hospitals no longer takes months to onboard but just days.

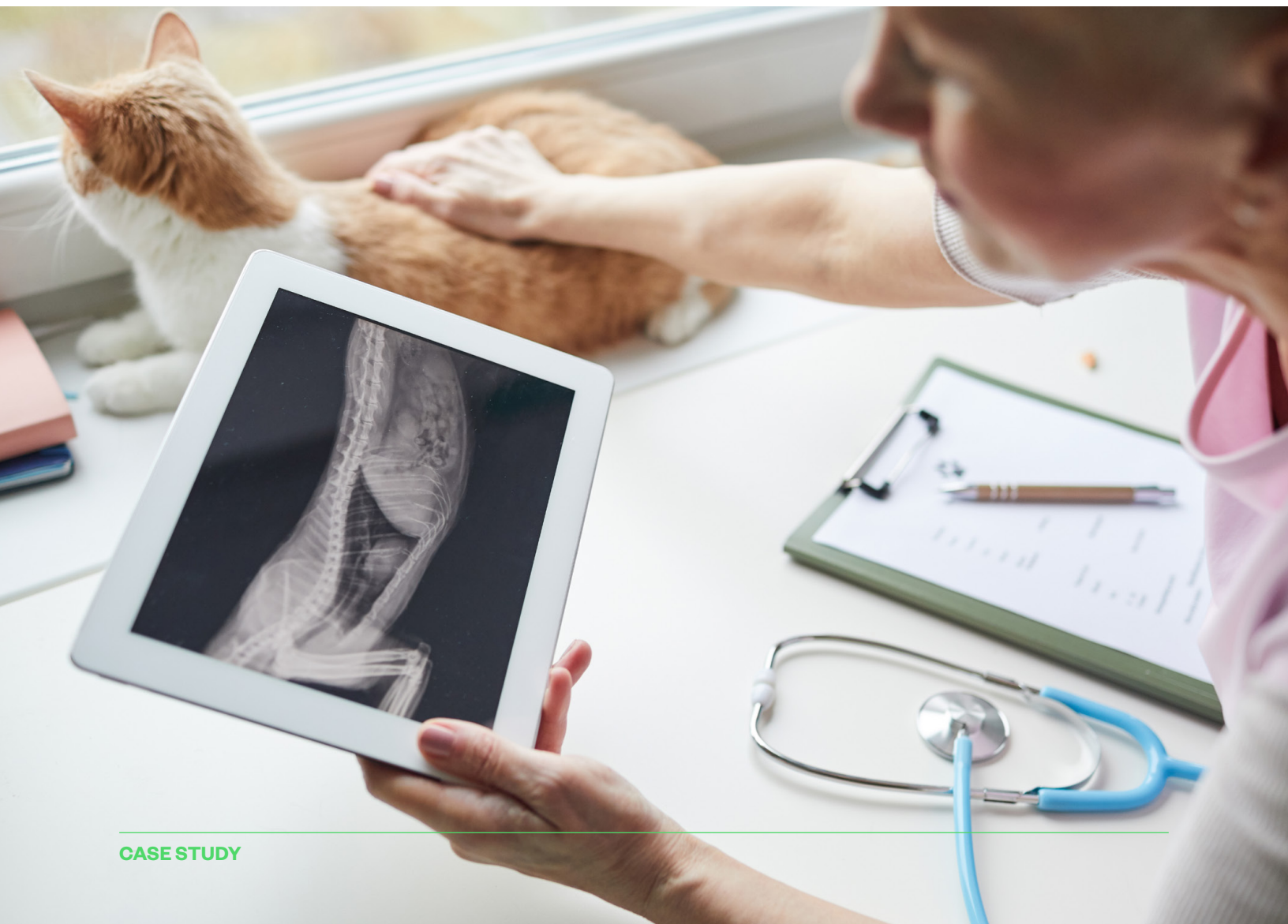
Should the primary service go down, the managed router recognizes the degradation of service and automatically fails over to the 5G service. This allows the group's IT staff to save time and focus on other objectives to meet its mission-critical goals.

Its finance team has also experienced benefits from working with GTT. Before, each of the group's 152 hospitals had at least two ISP providers, at least two contracts and two invoices for each location. GTT supported the group in

organizing and managing its local internet access providers, including providing a clear billing breakdown for the finance team to manage. GTT delivers one bill and one contract with guaranteed service level delivery, enabling the group's network applications to run swiftly and smoothly.

With GTT managed firewalls, the group's IT team doesn't need to constantly watch the network and worry about updates. The GTT EnvisionDX dashboard allows team members to see when GTT has successfully updated the firewalls on the network.

The group's IT team enjoys continual visibility of its network and knows when network upgrades are needed and when they have been performed through GTT EnvisionDX. The real-time insights are displayed on an expansive flat screen showing the IT team's preferred metrics, which hangs on the office wall at the group's headquarters – complementing the team's access via desktops and mobile phones.



THE CONNECTED FUTURE

Today the group's network is always at the ready to add new hospitals and clinics because GTT and Ericsson make it simple to add resilient internet services and secure new sites.

Planning for the future is a constant when developing a dynamic, secure and growing network. With continual vigilance and care, the GTT team will ensure the group's scalable network remains future-proofed. When hospitals or clinics need to increase bandwidth, one quick call or ticket to the GTT team will accomplish this.

The IT team will continue to have GTT as a trusted partner for managed network and security services to secure this animal care hospital group's infrastructure, and to consult with as innovative practices are tested and evolved for years to come.



ABOUT GTT

GTT is a leading networking and security as a service provider for multinational organizations, simply and securely connecting people and machines to data and applications – anywhere in the world. We serve thousands of organizations, bringing together the right people, partners and technology to reduce the burden on IT teams and solve the most pressing networking and security challenges. Built on our top-ranked global Tier 1 network, GTT Envision is a single global technology platform to connect, orchestrate, virtualize and automate enterprise networks, enabling customers with consumable solutions to achieve business missions and meet ongoing demand when, where and how needed. Our portfolio includes SASE, SD-WAN, security, internet, voice and other connectivity options, complemented by a suite of professional services and exceptional sales and support teams in local markets around the globe. We partner with our customers to deliver Greater Technology Together. www.gtt.net



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