Radiology Practice Needed 100% Uptime to Treat Patients

zLinq

Success

A radiology practice with 50 employees and 16 locations often transported patients between ERs. With frequent outages, send-out ERs would arrive with incomplete data, threatening the treatment plan. zLinq delivered 100% uptime and a maximum 15-minute Mean Time to Repair (MTR) while saving 30% on cost.

The Problem

- Experienced at least one outage per month
- During outages, 4-6 hour delays in response while resolution took even longer
- Received integrated engineering and pricing support from large telecom carriers, but carriers had high turnover requiring re-education of new resources on their network and requirements

Results

- Overall telecom cost reduction of 30%+
- Savings created ROI in rural clinics so patients retained their ability to get x-rays read by outside radiologist
- Client achieved 100% uptime with guaranteed SLAs to repair across all 16 sites

Trials and Errors

- IP connectivity stitched together from multiple vendors
- Tried to identify cost-effective, high-quality bandwidth options for facilities located in remote areas but due to the high cost of connectivity bandwidth was frequently a leading driver for measuring ROI
- Was iniiially concerned that a 3rd party could not deliver lower pricing

Contact Us!

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How zLinq Helped

- zLinq migrated Client from IP to Metro Ethernet with redundancy
- Increased level of support on pricing and service that big telcos generally reserve for only their largest clients
- Found and quoted new or renewal contracts
- Structured telecom contracts in a flexible way to support any possible M&A activity

Our Solution is Proven

LogRhythm The Security Intelligence Company | BELLCO Banking for Everyone. | ARMED FORCES BANK | HCA Healthcare | 1STBANK