



CASE STUDY

Beyond Tech Band-Aids: Curing network woes at E-Care Emergency Centers



Challenge

IT infrastructure inadequate to match E-Care's superior patient care and blossoming business growth

Solution

- Servers migrated to enterprise-grade data center managed by GXA.
- Faster, higher performance applications and services.
- Robust backup, security and disaster recovery solution.

Results

- IT response time under 1 hour
- Extended 24/7/365 service
- Patient waits under 30 minutes
- Slashed network downtime and costs

“We are a private emergency room without the wait... Our patients depend on us for critical care. That means we can't be waiting around should our network go down. In order to expand into more locations, we knew we had to put in a network that could support our already taxed infrastructure.”

Founder Dr. Robert Rankins



Implementing the right technology enables leading Free Standing Emergency Centre in North Texas to provide outstanding Patient Care Services and expand to other North Texas cities

E-Care Emergency Centers, a network of state-of-the-art private emergency rooms in the Dallas-Ft. Worth Metroplex, was facing some serious growing pains. They knew how to triage the wounded, diagnose emergency illnesses, and help heal the sick with full-bodied medical care ... and their original facilities in McKinney and Frisco, TX proved so popular, so quickly, that E-Care's executives wanted to build new locations.

In order to implement E-Care's growth plans however, the company needed to upgrade their existing technology infrastructure which was diagnosed to be insufficient to support their ambitious business objectives moving forward.

The Rx? E-Care turned to premiere technology consultant and service provider GXA Network Solutions for an effective, budget-friendly solution.

Key Challenges and Issues

Originally, E-Care's network servers were situated in an upgraded utility closet at the company's main McKinney location. When E-Care's emergency centers first opened, this original configuration met their needs; but as their success generated growth, the equipment wasn't scalable enough for the company to add on new locations easily. They also faced risks from electrical



outages, which had the power to take down computer access at not just the McKinney location but also the Frisco emergency care facility.

E-Care called on longtime technology advisor GXA Networks for a business solution -- and fast. Key issues to address:

- **Growth:** E-Care intended to open new locations.
- **Security:** E-Care needed reliability and compliance with HIPAA and other regulations.
- **Service:** E-Care wanted to improve staff collaboration and response times to patients.

Solutions

GXA Network Solutions stepped into the role of Virtual CIO (VCIO), sitting down with E-Care's leadership and hammering out solutions that would take care of the growing company's business challenges. GXA Networks offered a seamless experience for E-Care, weaving a high-performance solution seamlessly with the organization's budgets, timeframe and strategic business vision.

Staying Power: A New Secure, Scalable Private Network

GXA Network Solutions migrated E-Care's servers to an enterprise-grade data center, designed and managed directly by GXA. Now, E-Care could simply add new locations at will, scaling their network effortlessly; this would ensure increased performance and uptime at each and every facility.



- **Downtime virtually eliminated. Before:** electrical outages could have taken down their entire network, a serious risk. After: their newly migrated network has yet to go down.
- **Cost savings:** With better uptime, E-Care has cut the costs of downtime and lost productivity.

A Safety Net(work): A Robust Backup and Disaster Recovery Solution

The new data center setup offered benefits beyond scalability: with newly beefed-up security provisions, E-Care could promise better delivery of both patient services and regulatory compliance.

- **Diminished business risk:** GXA's solution now ensures continuous medical care, even in the case of catastrophic events.
- **Regulatory compliance:** The new backup and disaster recovery paradigm also promises complete compliance with appropriate regulations, such as HIPAA.

Better Tech Put To Service: Upgraded Applications and Services

At the same time, GXA upgraded server equipment and technology to support use of state-of-the-art medical equipment and services, everything from patient care delivery to billing. GXA seamlessly handled requirements analysis, research, acquisition and implementation, sparing E-Care the labor and cost burdens -- not to mention a potential integrations nightmare -- of individually approaching a host of vendors.



- **Continuous medical care:** GXA enabled and ensured the physician's delivery of medical care 24 hours a day, 7 days a week by removing any threat of network downtime.
- **Simplified IT administration:** E-Care has only one point of contact for all technology needs, with all third-party applications and services flexibly integrated, thanks to GXA.
- **Shorter waits:** an average 30-minute door-to-doctor wait time for patients.

Not A Care In The World: 24/7 Rapid Response Managed and Cloud Services

With managed services provided around the clock, GXA has completely freed E-Care from the burden of dealing with its IT infrastructure. Instead, E-Care's staff can focus on critical patient care and key business objectives. They fix the body; GXA takes care of the network.

- **Extended support:** expanded from 10-to-10 to 24/7/365 coverage.
- **Average response time:** fell to under one hour, even at peak times.

A Panacea that Puts the "Works" in "Networks"

Conclusion

The right IT medicine can heal even the most acute business pains. By advising and implementing strategic technological solutions, GXA helped catalyze the growth E-Care Emergency Centers wanted. They've now opened a new facility in North Tarrant County and are moving forward with their ambitious growth plans.



Through upgrading and migrating their network to a robust data center, GXA Network Solutions gave E-Care the scalability needed to grow and the power to extend their services and shorten their wait times, while cutting network downtime and costs.

About E-Care Emergency Centers

E-Care Emergency Centers (www.e-carecenters.com) provides a wide array of patient care services through its free-standing state-of-the-art facilities located across North Texas. “We specialize in emergency center medical care for all injuries and illnesses, offering evening hours and weekends. Through our state-of-the-art facilities, we provide a full range of imaging and lab capabilities, while averaging a 30 minute door-to-doctor time, reducing the long wait usually found in an emergency room,” explains Dr. Robert Rankins.



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