



Welcome to a New Form of CX Partnership

CASE STUDY

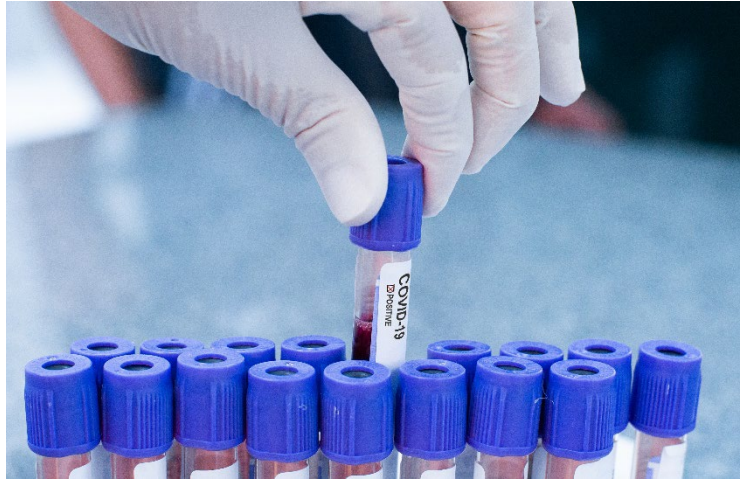
HOSPITAL AND URGENT CARE PROVIDER

**MIGRATION PLAN ALLOWS URGENT CARE PROVIDER TO MAINTAIN CONTINUITY OF
CARE DURING COVID-19**

The Challenge: How To Maintain Care While Migrating to a New Cloud-Based Solution

The IT team at this rapidly growing urgent care provider was struggling to manage the complexity of voice and data services across 150 locations. With around 20 new clinics planned at any given time, recurring issues such as missed deadlines, poor communication from vendors, cost overruns, and billing discrepancies had become routine. These challenges occasionally led to service disruptions, further impacting operations.

In addition to these operational concerns, the organization had several mission-critical requirements. Most pressing was network redundancy—due to the cloud-based nature of their systems and applications, each clinic needed two high-speed circuits to ensure uptime. Furthermore, the legal team had strict co-termination requirements for how contracts were structured and managed across their vendor base.



Recognizing the need for a strategic partner to streamline operations, ensure compliance, and support timely, cost-effective clinic launches, the organization turned to **CX Consulting Partners**.

The Solution: Create a Brand New Network Infrastructure to Support Contact Center Operations

CX Consulting Partners, in collaboration with BCM One, developed a comprehensive, multi-layered solution that addressed both technical and operational challenges. Key elements of the solution included:

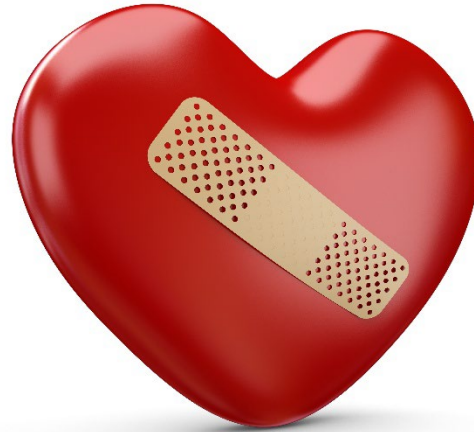
- **Dedicated MPLS Connection with Cable Backup:** This ensured network redundancy, supporting the high availability of services critical for patient care and business continuity.
- **4G Wireless Failover:** Integrated for added resiliency and rapid deployment, ensuring no disruption during all clinic activations.
- **Proactive Monitoring via VitalView:** Utilizing an SNMP-based tool, VitalView provided real-time visibility into network performance, allowing for immediate carrier escalations as needed. This monitoring instilled confidence in the IT team, knowing their infrastructure was stable and performing optimally.
- **BCM One's BillPay Service:** A consolidated billing solution that simplified financial management while maintaining direct engagement with all underlying carriers. This reduced billing discrepancies and streamlined the payment process.

The solution was successfully deployed in 60 locations, with a systematic rollout across remaining sites. The infrastructure was also designed to support future SD-WAN initiatives, ensuring the network could scale to meet the organization's evolving needs.

The Results: Measurable Operational Efficiencies & Significant Strategic Advantages

The collaborative solution from CX Consulting Partners and BCM One delivered more than just a cost-effective model—it brought measurable operational efficiencies and significant strategic advantages.

Operational Efficiency: The internal IT team regained valuable time previously spent managing vendors and resolving network issues, allowing them to focus on higher-level strategic initiatives. CX Consulting Partners took full responsibility for project management and deployment coordination, ensuring timely and consistent clinic launches.



- **Faster Clinic Openings with Reduced Risk:** With the new network infrastructure and a streamlined project execution process, the organization was able to open new clinics more rapidly and with fewer errors, mitigating operational risks.
- **Simplified Billing:** Billing has been significantly simplified, providing clearer, more predictable financial oversight and reducing the administrative burden on the IT and finance teams.
- **Scalable Growth:** The solution enabled the urgent care provider to expand its footprint more efficiently. With 25 new clinics slated for launch in the next year, the partnership remains essential to supporting the organization's ongoing growth, while also preparing the infrastructure for future SD-WAN integration.

Thanks to CX Consulting Partners and BCM One, the urgent care provider was able to sustain rapid expansion, streamline operations, and ensure that patient care was never impacted—even during a challenging period like the COVID-19 pandemic.

About Us: CX CONSULTING PARTNERS

Welcome to a New Form of CX Partnership

Our client-first and vendor-neutral approach is evolving the way companies procure technology services. Partnering with us allows your team to focus on the business, while we deal with the noise and distractions of the vendors' sales pitches. This allows you to only engage with vendors that can impact your business goals & save you months of aggravation.

We do not represent a vendor; we partner with you.

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