

# Managed technology services for healthcare service organizations



Providing healthcare services organizations (HSOs) the resources and tools to deliver technology services to healthcare providers.

Infrastructure is an increasingly crucial function of healthcare. Fueled by advancements in mobility, telehealth and remote patient monitoring, healthcare organizations (HCOs) look to HSOs, like yours, to provide the technology they need to empower care delivery innovations at scale.

Spectrum Business® recognizes the complex business and IT challenges that HSOs face, especially when managing a wide array of technologies and service providers across multiple locations. Our managed technology services act as an extension of your business, helping you to streamline your operations and enhance the services you deliver to healthcare providers. Our flexible, collaborative approach to designing, implementing, managing and maintaining your infrastructure can help you meet the goals of both your organization and those of your customers.

## Challenges

- **Managing disparate networks and various vendors**, resulting in a loss of network visibility and service delivery delays.
- **Lack of network visibility** including bandwidth usage, performance, traffic flows and uptime.
- **Ensuring network redundancy, service readiness and continuous operations** with multiple providers and devices that can impact uptime and availability.
- **The inability to quickly and easily scale your network** as your organizational needs change.
- **Continually keeping up with the latest cybersecurity threats**, including DDoS, ransomware, phishing, URL content filtering, malware and intrusion protection.
- **Limited IT staff, resources and expertise** to manage the day-to-day challenges of legacy systems that lack the integration capabilities, sufficient bandwidth, automation, layered security, data prioritization and scalability to support positive patient outcomes.

## Partnering with Spectrum Business

- **Simplifies network management** with our complete, end-to-end solution, including infrastructure, network access, security and WAN service, eliminating the complexity found in multi-vendor, multi-technology legacy networks.
- **Allows you to see the entire network** through an intuitive, centralized, cloud-based portal that provides insight into network performance, usage and location by individual devices.
- **Gives you peace of mind** knowing you can continue to operate through a wireline interruption via redundant, diverse network connections from a single, nationwide provider for all your connectivity and networking needs.
- **Makes building, deploying or integrating your network quick and easy** by utilizing SD-WAN – as part of the service – and site-to-site auto VPN to quickly and securely create a WAN and expand it to new locations.
- **Strengthens your security posture** by providing fully integrated security solutions as a managed service, including managed cloud security services, firewalls, unified threat management (UTM), DDoS protection and multi-factor authentication (MFA).
- **Immediately increases technology expertise and support** available to your HSO without the need for additional IT staff. Starting with design and implementation, our certified experts will help you stay on top of emerging technologies and provide ongoing support.

## Why partner with Spectrum Business?

Spectrum Business is a trusted partner with HSOs. Our team of Healthcare Information and Management Systems Society (HIMSS)-certified experts are ready to tailor solutions that help you improve service delivery and grow your business. Our certified network experts, along with our national reach and multiple connectivity options, make Spectrum Business uniquely qualified to be your single networking partner.

### Spectrum Business:

**Is a trusted partner with deep expertise.**

- We provide enterprise technology solutions to 90% of the largest health systems in the U.S.

**Provides reliable network uptime for all your mission-critical operations.**

- We back our services with industry-leading service-level agreements (SLAs) that include a 100% uptime guarantee, end-to-end performance nationwide and unrivaled remedies.<sup>1</sup>
- We provide a 4-hour mean time to restore service<sup>2</sup> and 100% U.S.-based support, available 24/7/365.

**Operates a nationwide, fiber network that provides performance you can count on.**

- We offer dedicated internet connectivity with symmetrical upload and download speeds up to 100 Gbps.
- You and the HCOs you support experience seamless access to data, EHRs and images from other connected devices, providers and systems via our high-performance, dedicated connectivity solutions.

**Provides scalability and nationwide reach that grows with you.**

- Our scalable services allow you to evolve without costly changes to your infrastructure. Whether supporting new digital health initiatives for your customers, like telehealth, or connecting new sites, we have you covered.

1. 100% uptime guarantee SLA applies only to Dedicated Fiber Internet, Secure Dedicated Internet, Ethernet Services Cloud Connect and Enterprise Trunking.

Learn more

