

How Granite Managed Field Services supported rapid expansion for a major healthcare provider

Challenges

- Rapidly-expanding healthcare service provider required 10 new site turn-ups monthly; customer's existing vendor did not have sufficient technicians or the national footprint necessary to keep pace with the company's growth
- Multiple growth avenues occurring simultaneously – from the acquisition of standalone healthcare facilities to a “store within a store” partnership with a major retailer – required a fast and consistent installation process for a variety of site types and sizes
- Inconsistent and incomplete site installations created issues for small internal IT team and frustrated staff at new locations as equipment was often not ready for go-live dates
- The company, which provides critical primary care medical services, required a solution for fast-track repairs to enable clinic uptime; the desired SLA was a technician on-site within 4 hours

Solutions

- With a national footprint of trained technicians, Granite Managed Field Services was able to handle the expansion rollout and possessed the scale to handle more than 10 site turn-ups monthly with confidence
- Granite developed uniform installation procedures to ensure a rapid and consistent implementation process, and simplified turn-up, troubleshooting and maintenance
- Technicians configured equipment rack with UPS, Fortinet edge router and network switch; facilities installation included Cat 6 cabling, connecting, configuring and testing all equipment including laptops, phones, printers and wireless access points
- Granite continues to provide routine and emergency maintenance services for all clinic locations, including stocking repair parts in all geographies, with a “technician on-site” within four hours
- Granite manages spares inventory, including parts acquisition, logistics, warranty repairs and secure disposition

Customer Profile

Industry

Healthcare

About

- Rapidly-expanding private healthcare provider
- Over 250 locations across the continental United States
- More than a million patients

Results

- Granite's nationwide, single source field service enabled the company to meet its expansion goals – opening 1 new clinic every 3 days – with confidence that the technology would be installed, tested and ready to go at site opening
- Granite simplified the company's 90-page installation manual down to an easy-to-follow 20-page guide ensuring consistency across all sites
- Customized logistics and managed warehousing for parts – including company-specific PCs, printers, Microsoft Surface EKG laptops, routers and switches – eliminates delays and minimizes site downtime
- Consistent procedures and local spares across all sites ensure local technicians are trained on unique company needs and can diagnose and fix any issues quickly
- Local sites can call a dedicated dispatch number and have a trained field technician on site with pre-configured spares within four hours without requiring the site manager to diagnose or troubleshoot the issue prior to technician dispatch