

How Granite delivered a fast, flexible wireless solution to deploy a national mobile healthcare initiative

Challenges

- As the COVID-19 pandemic escalated in early 2020, the Centers for Disease Control and Prevention (CDC) engaged the company to implement a fast-track testing and vaccination program
- The customer needed a simple, mobile solution to facilitate diverse testing and vaccination sites, including pop-up tents, long-term care facilities, corporate office locations and retail stores
- A highly secure, HIPAA-compliant mobile data access solution was required to track and transmit sensitive data from thousands of nurses and frontline workers
- Nationwide footprint demanded a solution across multiple carriers with reliable service in both urban and rural geographies
- Managing data plans was important as data requirements fluctuated over time in conjunction with case load and vaccine demand; data cap availability needed constant attention to meet bandwidth needs while avoiding unnecessary cost burdens

Solutions

- Granite recommended using a mobile hotspot “MiFi” device for flexible wireless connectivity
- With a national multi-carrier wireless footprint Granite was able to provision optimal carriers and data plans by geography
- Granite’s scale, volume and relationships enabled priority access to devices that were scarce during the pandemic to support rapid nationwide implementation
- All devices were configured and tested, SIMs were installed, performed extensive testing and personalized passwords and access rights were created
- Kitting, staging, development and insertion of step-by-step usage instructions for field nurses, and shipping were managed by Granite to support rapid nationwide implementation
- Data usage was fully managed and monitored by Granite to identify inadequate or excess data limits in real time, delivering both speed and savings

Customer Profile

Industry

Retail Healthcare

About

- A leader in health solutions
- Thousands of locations across the US and Puerto Rico

Results

- In less than a month, during the peak of the pandemic, Granite sourced, custom kitted and delivered 6,000 wireless devices supported by fully managed data plans with nationwide coverage.
- The rollout supported the company in becoming a leader in the fight against the pandemic, delivering millions of COVID-19 vaccinations and tests.
- Consolidation and active optimization of multiple carrier cellular plans simplified expense management with a single bill and one contact for service, eliminated data overages, and enabled pooling for significant cost savings.