Optimizing Multi-Site Healthcare Network For Cost Savings and Performance Reliability

Challenges

One of the country's fastest growing urgent care providers faced ongoing pressure to scale efficiently, streamline operations, and maintain cost-effective systems that can support rapid expansion while delivering a consistent patient experience across locations.

Actively seeking ways to gain better control and visibility over their connectivity environment, their priority was to simplify a growingly complex network landscape and build a technology foundation capable of sustaining long-term growth.

Decentralized Options:
A nationwide footprint of more than 400 clinics—82 of them corporate owned—led to inconsistent support models and varied operations across regions.

Vendor Sprawl:
Connectivity services were spread across numerous providers, creating a fragmented environment that was difficult to manage.

Billing was scattered across multiple vendors, requiring extensive manual reconciliation and limiting visibility into overall connectivity spend.

Escalating Operational Burden:
A small internal IT team lacked the capacity to visit sites, troubleshoot issues, or manage installations across a vast clinic network.

Without a cohesive strategy, the provider faced increasing complexity, higher technology costs, and greater difficulty maintaining reliable clinic connectivity.

Solutions

Granite recommended a consolidated, strategic approach designed to simplify the multi-site network environment and reduce the operational load on internal teams.

At the core of the solution was the development of a unified procurement strategy to eliminate vendor inconsistency and reestablish standardization across clinics.

Customer Profile

Industry
Healthcare

About
Private equity backed urgent care provider.

Solutions (Continued)

Standardized Procurement and Network Strategy
- Established a unified procurement model.
- Consolidated network circuits across corporate clinics.
- Eliminated vendor inconsistency, simplified billing, and drove consistent network performance.

Centralized Project and Deployment Management
- Dedicated Granite project managers supervised planning, coordination, and execution—reducing the operational burden on the company's limited IT team.

Remote Troubleshooting Enablement
- edgeboot technology was introduced:
  - Provided secure remote visibility and control of onsite equipment.
  - Reduced downtime and accelerated issue resolution.
  - Minimized the need for physical site visits.

Network Performance Upgrades
- Deployed broadband speed upgrades to strengthen reliability.
- Enhanced clinical workflows.
- Created a more consistent patient experience across locations.

Phased Implementation Model
- Began with 82 corporate-owned clinics.
- Built a standardized foundation that could scale to franchise sites.
- Delivered predictable timelines and minimal operational disruption.
- Granite Network Integration (NI) and Managed Field Services (MFS) teams handled all installations and onsite work.
- Allowed IT staff to remain focused on strategic initiatives rather than travel or troubleshooting.

Results

Through network consolidation, managed services, and upgraded connectivity, Granite delivered $296,000 in total savings for the company. However, the financial impact was only part of the overall value. The company now benefits from:

- Great network consistency across corporate-owned clinics.
- Simplified invoicing with centralized billing and reduced vendor relationships.
- Fewer operational burdens placed on the internal IT staff.
- Improved performance and reliability, supporting faster, smoother clinical workflows.
- A scalable technology foundation positioned to support ongoing national growth.

By streamlining procurement, centralizing vendor management, and implementing modern connectivity tools, Granite helped the company reduce operational complexity while strengthening overall network performance.

The improvements not only generated significant cost savings, but also enabled the company's IT team to shift from reactive troubleshooting to proactive management.

Standardization across corporate-owned clinics established a replicable model that supports future site growth—both corporate and franchise. With enhanced visibility, predictable processes, and a scalable infrastructure, the company is now better positioned to deliver consistent, high-quality patient experiences across its nationwide footprint.