

Transforming Multi-Site Behavioral Health Technology for Visibility, Control, and Expansion

Challenges

A rapidly expanding behavioral health provider was under increasing pressure to scale efficiently, streamline operations, and maintain cost effective technology systems that could keep pace with national growth.

Supporting clinicians across multiple states, both in clinic and remote, required a mobility connectivity framework that was standardized, reliable, and easy for a lean IT team to manage at scale.

Inconsistent Mobility Support:

Two existing mobility providers delivered uneven support, unclear billing, and minimal proactive guidance—creating confusion and limiting the organizations ability to optimize device usage.

Overspending on unlimited data plans despite significantly lower actual consumption resulted in recurring, unnecessary costs that strained the technology budget.

Fragmented Connectivity Procurement:

As new locations opened across multiple markets, the organization struggled to manage ISP procurement, verify serviceability, and coordinate installations across numerous broadband vendors.

Without centralized processes or a single accountable partner, broadband sourcing became slow, inconsistent, and difficult for the organization to manage effectively.

Escalating Operational Burden:

Managing mobility devices, data plans, and vendor communication became increasingly time consuming, stretching limited IT resources across a growing network of sites.

Routine tasks turned into operational bottlenecks, and leadership recognized that continuing with a fragmented approach would impede growth, scalability, and overall operational efficiency.

Solutions

Granite stepped in with a streamlined and scalable solution designed to address both mobility and broadband challenges simultaneously.

Customer Profile

Industry

Healthcare

About

Private Equity backed behavioral health provider

Solutions (Continued)

Centralized Mobility Management and Cost Control

- Migrated all existing mobility devices onto a unified management platform.
- Provided centralized visibility, reporting, and consolidated billing.
- Enabled data driven plan optimization, eliminating unnecessary unlimited data costs.
- Delivered tighter control over device usage and assignment.

Modernized Broadband and Remote Management Framework

- Introduced broadband solutions paired with remote access technology.
- Enabled secure, offsite diagnostics and troubleshooting of onsite equipment.
- Reduced the need for internal IT staff to travel or manage vendor escalations.
- Streamlined connectivity management across all new and existing locations.

Rapid, Low-Impact Deployment Model

- Installed broadband circuits at out of contract locations in as little as 10 days.
- Ensured reliable site connectivity with minimal operational disruption.
- Performed backend migration of mobility devices without requiring physical replacements.
- Allowed employees to continue working uninterrupted during the transition.

Fully Managed Rollout and Vendor Coordination

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

Phased, Scalable, Implementation Model

- Project and mobility teams coordinated all logistics, communication, and vendor interactions.
- Delivered a streamlined, hands off experience for internal stakeholders.
- Provided consistent execution across sites to support rapid organizational expansion.

Results

By optimizing data plans and consolidating mobility management, the organization realized a 20% reduction in mobility device costs, generating meaningful operational savings. The organization now benefits from:

- Improved visibility and oversight across all mobility devices.
- Centralized billing and simplified administration.
- Reduced manual workload for the IT department.
- A more predictable and scalable technology infrastructure.
- Faster, more reliable broadband and deployments at new and existing sites.

With Granite managing mobility and broadband logistics, the internal IT team can now focus on strategic initiatives, rather than vendor coordination and troubleshooting. The organization has gained a solid technology foundation to support its ongoing national expansion.

This partnership demonstrates how thoughtful consolidation and proactive management can transform technology operations for a rapidly growing healthcare provider. The result is a modernized, scalable infrastructure that enhances operations visibility and supports expansion without adding complexity.

The organization can now open new locations confidently, knowing that connectivity and device management are handled efficiently and consistently. With Granite as a trusted technology partner, the organization is well-positioned for sustained, technology enabled growth.

