

# Collaborative Success: Direct and Channel Teams Drive Healthcare IT Overhaul

## Challenges

Managing more than 200 monthly telecom invoices across multiple healthcare facilities created significant administrative and operational strain for this organization. Each location operated semi-independently without dedicated on-site IT staff, relying heavily on a managed service provider for strategy and support.

As the organization prepared to upgrade its phone systems, it needed a partner that could deliver reliable connectivity, simplify billing, and manage deployment and ongoing support across its growing footprint.

- Prior to the introduction to the client, they were managing over 200 monthly telecom bills across multiple healthcare facilities.
- Each site runs semi-independently but is centrally supported through a single IT and finance point of contact.
- Without a dedicated in-house IT team, the client relies heavily on their managed service provider (MSP), for technical strategy and implementation.
- Their network infrastructure was fragmented, with inconsistent bandwidth and redundant circuits often from the same provider—posing a major risk for outages.
- With plans to upgrade phone systems, the need for reliable bandwidth and simplified billing became critical. That is where Granite stepped in.
- The client's management of the medical facility locations, do not have dedicated on-site IT departments, required a robust and reliable solution to ensure continuous operations and minimize downtime. The client was seeking a partner that could not only provide the necessary connectivity, but also effectively manage the deployment and ongoing support to meet their business needs.

## Customer Profile

### Industry

Healthcare

### About

Facility Management

More than 100 locations across Midwest

## Solutions

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

## Solutions (continued)

Granite, through a collaborative opportunity with both a Direct Relationship Development (RD) team member and a Channel Agent, proposed a complete network transformation under its Mobile Everything Management (MXM) approach.

The agent identified the opportunity, but it was the Direct Relationship Development's relationship with the mutual customer that opened the door for a larger engagement.

Granite provided:

- A comprehensive audit of existing circuits and costs, showing substantial savings.
- Consolidated billing to replace 150+ separate invoices with a single Granite invoice. Scalable bandwidth upgrades tailored to each site's requirements.
- Transition plans for sites still using legacy DSL and Spectrum services.
- An enhanced solution that included Granite's edgeboot technology, adding redundancy and resilience.

## Results

By aligning closely with the client's MSP and prioritizing high-impact locations, Granite executed a structured, phased rollout that improved performance and simplified operations. Early project management engagement ensured coordinated migrations, beginning with critical sites and transitioning more than 10 locations before year-end. The initiative reduced billing complexity, increased bandwidth across a majority of facilities to support voice upgrades, strengthened network redundancy, and lowered outage risk. Through hands-on collaboration and consistent execution, Granite established a scalable foundation and a trusted long-term partnership.

- A critical element of success was engaging the client's MSP. Once edgeboot was demonstrated, they quickly supported the migration, citing it as a "no-brainer" that made their support model more efficient.
- Began with top-priority sites and transitioned 10+ locations before year-end.
- Granite's project management team was engaged early to ensure structured rollout coordination.
- Phase 1 focused on moving off previous carrier's DSL lines to support phone system upgrades.
- Phase 2 planned to remove reliance on the incumbent carrier, replacing it with 100 Mbps DIA with edgeboot.
- Significantly reduced billing complexity and administrative overhead.
- Improved bandwidth at over 60% of sites, enabling voice system upgrades.
- Enhanced network redundancy and reduced risk of site-wide outages.
- Built long-term trust through onsite collaboration and direct engagement.

