

ORBCOMM[®]

CONNECTING THE
WORLD'S ASSETS

CASE STUDY



Clinics maintain critical connectivity with ORBCOMM's wireless back-up solution

Healthcare provider uses wireless failover to reinforce internet up-time and protect patient data.

Healthstar Physicians is a multi-specialty medical group that has been active for over 25 years. Located in Tennessee, it has expanded to over 500 highly trained staff members working across 5 counties, providing a wide array of health care services, ranging from after-hours clinics, imaging diagnostics, full-service laboratories and more, all backed by the latest technological advances.

Working with everyone from infants to geriatrics, Healthstar provides an advanced level of healthcare to their patients that embraces state-of-the-art technology.

The Challenge

After identifying that Healthstar needed to reduce operating costs, Chief Information Officer, Tim Owens, was tasked with identifying potential cost savings. Looking at their internet spend, Owens concluded that the company was overspending by a significant amount for back-up circuits at each of their locations, which were only utilized on the rare occurrence when primary systems went down.

“Uptime is critical in healthcare,” says Owens, “and maintaining a network’s internet connection is mandatory for patient care. The frequency of use in any backup system is quite low, but quality could not be sacrificed. I either had to maintain or improve upon it while saving money.”

Another pain point for Owens was the use of wired connectivity, which brought a number of complications. The availability of wired services was limited for Healthstar’s more remote locations, so switching to a unified provider that included a wireless back-up solution would allow for simplified management and help avoid losing both primary and back-up connectivity completely when wires failed.

The Solution

Owens partnered with ORBCOMM in November 2019 and rolled out wireless fail-over connectivity across 19 locations. “Implementation went very smoothly,” says Owens. “We set up a pilot location within a couple days and duplicated the set-up for the remaining locations.”

Cradlepoint routers were installed and paired with ORBCOMM’s Enterprise Connect solution, which uses 4GxLTE cellular technology to maintain internet connectivity when the wired connection fails. The network automatically

changes over to cellular connectivity in an instant, keeping critical healthcare systems up and running without interruption. 19GB of pooled data was allotted for all locations to keep pricing low but provide more than enough runway in the event of a system failure.

For higher visibility into wireless activity, ORBCOMM paired the solution with Cradlepoint’s NetCloud Manager, which assists in firmware updates, builds customizable reports and has configurable alerts to warn about failovers or potential overage charges.

With the help of this new platform, Owens also benefits from Out-of-Band Management, which allows him to remotely manage and troubleshoot the routers through a secondary network, improving uptime and removing the costs associated with hiring technicians or visiting each site himself.



The Benefits

Since the implementation, Healthstar has met their goal of cutting costs. "The impact on cost savings has been substantial," says Owens. "Our current predictions show an annual savings of \$92,000 versus our prior solution, and we expect that to be a conservative estimate based on the first six months of actual usage."

In addition to cost savings, Healthstar has managed to improve the quality of their back-up connectivity solution to the point of no longer noticing outages. "We recently had an outage across the board, and each location with the solution remained up and running without any issues. We would not have even noticed an outage occurred if not for the automated email alerts," he says. Healthstar can now take solace in knowing that patient data will remain intact.

Visibility is another area where significant improvements have been made, Owens says. "While I couldn't monitor everything that was going on before, I love the new ability to configure reports and receive alerts on usage and outages."

Enterprise Connect has opened up a window of possibilities for Owens to carefully and cost-effectively monitor connectivity across his locations and ensure that everything is up and running.

Plus, Owens likes that he can take a device, move it to another location, and have it up and running by himself. "It is a nice touch," he says. "Generally, we have given ourselves a 90-day window to get internet circuits up, but with ORBCOMM we can get up and running in a single day with minimal configuration required." For Healthstar, should a location shut down or move, it's only a matter of migrating the Cradlepoint unit.

Tim Owens set out to find a wireless failover solution that provided cost savings while not sacrificing quality. In ORBCOMM, he found that and more. "We've been seeing significant ROI with Enterprise Connect, and we trust in ORBCOMM's ability to handle our failover needs as we continue to scale."

Contact us today at enterprise.connect@orbcomm.com to see how our solutions portfolio can enhance the way you do business, or visit us at www.orbcomm.com for more information.

About ORBCOMM

ORBCOMM (Nasdaq: ORBC) is a global leader and innovator in the industrial Internet of Things, providing solutions that connect businesses to their assets to deliver increased visibility and operational efficiency. The company offers a broad set of asset monitoring and control solutions, including seamless satellite and cellular connectivity, unique hardware and powerful applications, all backed by end-to-end customer support, from installation to deployment to customer care. ORBCOMM has a diverse customer base including premier OEMs, solutions customers and channel partners spanning transportation, supply chain, warehousing and inventory, heavy equipment, maritime, natural resources, and government. For more information, visit www.orbcomm.com.