



## Delivering the Golden Triangle (People, Processes, & Tools) to Leading Healthcare System

Synergizing patient care, operations, and communications to centralize management and support of disparate telecommunications platforms driving transformation, efficiencies, and savings.

**INDUSTRY:** Healthcare

### COMPANY OVERVIEW AND SUMMARY:

An internationally known healthcare system, one of the nation's oldest, is acclaimed for its excellence in research, patient care, and education. It serves a large population through its medical school, multiple hospitals, more than 5,000 physicians, and freestanding surgery and health centers, and medical practices. The hospital is continually challenged with reducing costs while improving the quality of patient care. Technology and communications play a big role in both.

The hospital has multiple telecommunications platforms across the enterprise that are managed by multiple vendors, including Black Box. For many years, the hospital has relied on Black Box to manage and support its communications including 35,000 ports for voice, messaging, ACD, remote voice systems, contact centers, and third-party application integrations. The healthcare system's direct telecommunications platforms are managed internally with support from another provider.

While the telecommunications support program has proven reliable through disasters, such as a deadly hurricane and the pandemic, which turned hospitals into ground zero — it has its limitations. The most glaring obstacle is that multiple vendors manage multiple communication. Engineering and NOC services are also managed externally. While this model offers the least amount of risk, it also offers the least value and financial impact. It severely hinders the organization's ability to gain economies of scale and increases the effort needed to coordinate activities and change across all facilities. To simplify operations, communications, and management, provide more reliable and consistent support, and have a meaningful impact on cost reduction, Black Box recommended a Golden Triangle management model that delivers end-to-end telecommunications management, and optimizes resources, tools, and processes to empower people and healthcare outcomes.

### CHALLENGE

- Ensure communications continuity through disasters
- No centralized support or management of multiple, disparate communications technologies across multiple sites and networks
- Downtime and long response times from decentralized support
- Unpredictable financial model
- Inefficient operations and maintenance model
- Limited in-house resources for strategic initiatives
- Poor team member morale, training, and management

### SOLUTION

- Establish pandemic-driven emergency communications in outdoor tents with only two days notice
- Consolidate support for disparate technologies across entire healthcare ecosystem with one vendor-agnostic NOC team
- Combine technical support workforce under one umbrella; provide up-to-date training

- Move from costly staff augmentation support model to 100%
- SLA-based outcome model

### RESULTS

- Comprehensive management of all services
- Increases uptime, improves operational efficiencies, response times, and outcomes
- Provide predictable financial model and outcomes
- Improves workforce morale, technical knowledge, and retention

### VALUE

- Enables internal resources to focus on strategic initiatives
- Provides predictable financial model and significant cost reduction
- Improves workforce morale, technical knowledge, and retention
- Enhances business agility, planning, and facilitation of strategic digital UCaaS transformation
- Provides access to full Black Box knowledge base for support of future technologies.

## CHALLENGE

### 1 Reduce risk to multiple critical communications systems being managed by multiple vendors; Ensure disaster communications

One of the major challenges the healthcare system faced was that its multiple telecommunications platforms were managed by multiple vendors presenting multiple problems and risks. The first was the complexity of managing, both internally and externally, the disparate technologies of the entire healthcare telecommunications ecosystem. This severely limited the hospital's ability to effectively coordinate communication activities and changes and greatly reduced economies of scale. One of the most glaring deficiencies though was ability to effectively execute a disaster recovery plan, especially critical to the healthcare system.

## SOLUTION

### Consolidate all technical support in one vendor -agnostic team

To provide reliable, consistent support and reduce the complexity of the existing management model, Black Box recommended that management of all telecommunications systems be put under one umbrella with one point of contact. The consolidation of support and NOC services across the entire healthcare ecosystem simplified service delivery and optimized resources, tools, and processes. Most importantly, during the pandemic, it activated business continuity plans, which the Black Box team had proposed previously. The Black Box team worked with the healthcare system to ensure uninterrupted communications through chaotic times, even working round the clock to provide communications in outdoor hospital tents created within 24-48 hours.

### 2 Retain, train, and manage dispersed pandemic-reduced workforce

With multiple vendors supporting multiple telecommunications platforms, with multiple teams of techs, there was a disparate approach to support with a lack of consistency, training, and expertise. This made it difficult to plan, coordinate, and manage enterprise-wide changes and future technology implementations. The pandemic compounded the support troubles sending many techs home and making in-house support and safety coordination extremely difficult.

### Consolidate technical support team under one umbrella

To limit risk, improve support and response times, increase efficiency and management, and reduce health and safety risks, the healthcare system consolidated all support teams under one Black Box umbrella. The benefits were immediate. With one management and one point of contact, technical experts from all platforms were incorporated into one NOC and field team that supported all telecommunications platforms. The consolidation also improved employee morale and increased retention with standardized- and cross-training initiatives. One team makes it much easier to provide services while mitigating risk and following strict, pandemic safety guidelines. The healthcare system realized improved response times, and increased financial and operational efficiencies.

### 3 Unpredictable, costly financial model

The healthcare system's existing technical support was based on a maintenance and staff-augmentation model managed by hospital staff. It was inefficient and often resulted in techs from multiple vendors being on-site simultaneously for one project.

### Move to 100% SLA-based outcome model

Support moved to a 100% SLA-based outcome model in which Black Box adjusts services to align with the healthcare system's objectives, such as EMR downtime. Black Box's expertise in EMR technology significantly impacts our ability meet and exceed all requirements. This also means that the number of techs on-site matches the project need, whether it be one tech, ten techs, or fifty techs.

## OUTCOMES

### Enhanced business agility, significant cost reductions, and strategic use of resources

The hospital system was challenged to reduce costs while striving to improve the quality of care. The hospital partnered with Black Box to deliver more consistent and reliable support while reducing the complexity of the existing management model. The result for the hospital is enhanced business agility and the ability to allocate resources to more strategic initiatives while leaving the tech to Black Box.

## GET IN TOUCH

For more information about our services or for a quote, please contact us at **855-324-9909**, [Contact@blackbox.com](mailto:Contact@blackbox.com) or visit [BLACKBOX.COM](https://www.blackbox.com).

## ABOUT BLACK BOX

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