



Faster Vendor Response & Lower Costs with ION Solution

Challenge

ION's client is one of the leading US integrated health care organizations. The company has grown to include over 8 million members, 500 medical facilities, and a network of several thousand physicians.

Like many companies, the client constantly seeks ways to reduce its operational costs. This includes outsourcing the maintenance of critical voice and IT systems to a select group of trusted service providers.

Typically, these service providers would send a repair person to the affected client locations when outages occurred. However, this process significantly lengthened downtime, leaving the client's staff members without telephone service, Internet service, and/or access to critical applications for extended periods of time. Also, the frequent service call charges proved costly. Two of its service providers urged the client to allow remote connectivity to designated systems, so that they may provide faster response. When the client expressed concerns about the security and privacy challenges this connectivity could present, both service providers recommended ION Networks, Inc.

Solution

ION recommended a solution featuring its suite of secure appliances. The ION appliances, installed at selected client sites, provide highly secure in-band and out-of-band remote connectivity to managed voice and IT systems. Service providers now receive relevant system data in real time. This intelligence allows service providers to detect and correct problems quickly, helping to shorten or prevent outages.

Because voice and information systems are critical to health care companies, ION technology offers peace of mind for the client's IT operations team. Now, service providers can quickly and securely access the network to make necessary repairs. The resulting boost in uptime ensures the client's staff members can stay productive and in contact with the patients and doctors they serve.

Unlike traditional VPN technologies, ION's secure appliances include built-in features, like two-factor authentication, audit trails, and access control. These features enable the client to easily and cost-effectively meet company- and government-mandated security and privacy policies, while still providing "service provider-friendly" access.

Results

Today our client uses more than 200 ION secure appliances to manage thousands of critical voice and IT assets throughout the United States. The client relies on ION as its primary secure access method to support its growing network of service providers and internal IT staff. Overall, the use of ION secure appliances has helped our client significantly reduce downtime, speed problem resolution, and simplify remote vendor access.

By the Numbers

- 80% reduction in field service ("truck roll") costs
- 50% reduction in time and costs associated with granting and managing service provider access
- 60-70% improved service provider response time