

Healthcare: How providers transform with help from Masergy

MASERGY SOLUTIONS

-  Managed SD-WAN Secure
-  Managed Security
-  Unified Communications

Healthcare organizations are up against big challenges: improving patient care under the pressures of increased demands all while keeping up with continual changes in technology. With telemedicine, work from home, and a growing ecosystem of medical devices, cloud applications, locations, and partners with whom hospitals and providers need to securely connect, healthcare IT is under more pressure today. Here's how they use Masergy to transform with digital care.

Better patient outcomes start with a better network

Digital health services can take a toll on the IT infrastructure. An IDG study shows 95% of healthcare IT leaders report an increase in network traffic since March 2020, with 92% having to increase bandwidth capacity to accommodate telehealth and an influx of connected medical devices, remote workers, and real-time diagnostics. Knowing that any downtime forces doctors to turn patients away or revert back to paper-based processes, many healthcare IT leaders are determined to eliminate the issues interrupting telemedicine and electronic records systems.

The IT director at a non-profit provider serves as just one example. Putting care in remote and rural locations with doctor visits occurring in mobile RVs, schools, and via video conferencing, this leader was hyper aware of how latency can be a roadblock for care. Similarly, Essen Health Care relies on high-quality phone services to reach 50,000 patients annually in underserved communities in New York. Nearly 80% of their interactions occur via voice and video.

“Our old network would have collapsed under the weight of what we’re doing today. COVID-19 spiked our telemedicine usage from 20% to 100%, and our Masergy network never even hiccuped. Our network is making healthcare safer and more accessible during the pandemic.”

Director of IT at a rural healthcare provider



Masergy—the network built for telemedicine

Each of these companies partnered with Masergy to create a reliable network and platform for cloud applications. While each IT leader appreciates the industry-leading service level agreements and agility their software-defined network delivers, each company also recognizes unique benefits that result in improved patient outcomes:

- **Uninterrupted telemedicine:** The rural provider increased bandwidth 5X, reducing costs while supporting telemedicine spikes of up to 100% during the pandemic
- **Superior patient experiences:** Essen Health Care's new network and contact center applications enabled the company to cost-effectively expand its reach to more patients
- **Healthcare IT agility:** Amgen reliably connected all team members and partners across 64 global locations and improved application performance amidst changing demands

“In the end, it’s about how we can have the most reliable and optimized network.”

Denis Zerr

VP of Enterprise Technology Services at Amgen



“Masergy’s solutions position Essen at a high level to strategically move in the right direction for growth.”

Dr. Sumir Sahgal

Founder and CEO at Essen Medical

Detecting HIPAA violations with advanced security technologies

As healthcare services become digitized, it’s easy for employees to make mistakes that can cause HIPAA violations. For example, nurses and practitioners need access to sensitive patient information, but when it comes to copying and pasting that information into other third-party systems, careful attention needs to be made so critical information isn’t inadvertently exposed.

When patient data was accidentally shared, Masergy immediately quarantined the files and built a solution to prevent future incidents.

When a healthcare employee used Microsoft OneDrive (a sanctioned application for file sharing) and accidentally shared personal health information with a third party, Masergy received the alert on behalf of its large healthcare client. Masergy’s certified security analysts immediately quarantined the files and built additional custom policies and data leakage processes to prevent similar incidents from happening in the future. Cloud Access Security Broker (CASB), a cloud application security technology, was critical in flagging the incident.

Transform with CertaintySM

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