

Stanford Health Care Cures IT Challenges with Innovative Solutions

With the help of vCom, Stanford Health Care transformed its IT operations by consolidating network management, achieving 100% uptime, and optimizing costs through enhanced visibility and infrastructure upgrades.



BACKGROUND

Stanford Health Care (SHC) is known worldwide for advanced patient care provided by its physicians and staff, particularly for the treatment of complex disorders in areas such as cardiac care, cancer treatment, neurosciences, surgery, and organ transplants.

“The vManager tool is fantastic for providing usage and inventory trends for my management and other departments.”

MIKE HENDERSON
UNIFIED COMMUNICATIONS
MANAGER

CHALLENGES

Stanford Health Care's IT department supports nearly 100 clinics in the San Francisco Bay Area, managing connectivity to the public telephone network, electronic health records, and clinical applications. Before vCom, they directly handled all carrier relationships, making cost control, billing, and contract validation difficult, and tracking inventory nearly impossible.

With over 50 monthly invoices, allocating costs and controlling budgets was a challenge for business unit leaders. Facing major projects like a new telemedicine initiative and building a fault-tolerant network for new data centers, SHC lacked the internal resources to evaluate the best network solutions, further stressing their system.



IT Under Management

- 149 circuits
- 493 mobile devices

Challenges

- Manage multiple carrier networks with 50+ invoices
- Track inventory and validate rates
- Limited resources for major network infrastructure projects

Impact

- \$33,000 saved annually from disconnecting unused lines
- 50+ invoices consolidated to one invoice
- An extended IT team consisting of vCom's experts added as support

SOLUTION

vCom's first project for SHC was to manage the voice and data services connecting all the clinics. This not only consolidated billing but also streamlined the management of multiple carriers across various technologies at each site. Additionally, it enabled SHC to automatically allocate costs to business unit leaders, helping them better understand and control expenses.

The next project vCom completed was managing the implementation of a high-speed data network to support the telemedicine initiative. Following that, vCom collaborated with SHC IT to design, source, and implement the entire network infrastructure for over 100 clinical applications. vCom's engineering team devised a fully redundant and fault-tolerant solution, while the professional services team managed the carrier implementation and migration with minimal disruption to SHC.

"vCom collaborated with our IT consultants and the SHC internal team to lay out and execute the plan for a multi-site data center migration, bridging the gap between the data center company and the ISP, negotiating build schedules, and ensuring services were delivered correctly," said Elizabeth Williams, Technology Delivery Manager. "I can't imagine managing multiple telecom carriers through a complex implementation, and making all of the pieces of the project come together without vCom."

RESULTS

The vCom team now acts as an extension of SHC's IT department, offering specialized expertise in the latest technologies to meet Stanford's future business needs and advocating for solution enhancements from carriers on SHC's behalf. The new network architecture ensures 100% uptime and meets SHC's stringent latency and redundancy requirements.

- ✓ Cost savings from disconnecting unused lines: \$33k annually
- ✓ Reduced 50+ invoices to one
- ✓ 100% uptime

vCom's vManager software consolidates all of SHC's telecom expenses into a single invoice, providing full visibility into inventory and services. This improved efficiency, along with automated GL coding and AP posting, empowers business unit leaders to understand and control their spending. The newfound visibility has also resulted in \$33,000 in annual savings by disconnecting unused lines.

