

HEALTHCARE PROVIDER CASE STUDY:

Delivering Network Visibility and Future-Ready Transformation



Business Challenges

A leading Southeast healthcare provider faced significant challenges as it sought to modernize its outdated WAN infrastructure. The organization relied on a self-operated patchwork of private MPLS circuits and routers that struggled to support growing demands for cloud-hosted applications, electronic medical records (EMR), and scalable network performance.

Simultaneously, the existing architecture lacked the flexibility and fault tolerance required to deliver a seamless experience for critical users, such as remote radiologists whose work directly impacts patient care and billing efficiency. With multiple disparate point solutions in place for security, filtering, and data loss prevention, the provider sought a unified, future-ready platform to streamline operations and enhance visibility across its network.

- **Legacy Network Constraints:** A private WAN setup limited in scalability and application visibility, creating bottlenecks for cloud migrations and advanced digital initiatives.
- **Remote User Experience:** High-value satellite offices, such as radiologists, frequently encountered suboptimal network performance, impacting productivity.
- **Point Product Sprawl:** Disparate systems for security, routing, and monitoring hindered operational efficiency and complicated management.
- **Pilot Challenges with Other Vendors:** A previous proof of concept with a competing SD-WAN vendor failed due to technology mismatches and a lack of managed services expertise, leaving the organization wary of similar risks.

The Solution

Globalgig partnered with the healthcare provider to deploy a comprehensive, managed SD-WAN transformation, leveraging Palo Alto Networks Prisma solution. The solution delivers end-to-end visibility, enhanced network performance, and future scalability for cloud initiatives.

Key Solution Components:

- Globalgig deployed a high-availability SD-WAN solution across 74 sites, including hospitals, ambulatory care centers, and remote radiology offices. The team ensured redundancy with dual appliances and circuits at critical locations.
- The team implemented a scalable, cloud-enabled network to integrate critical applications like EMR systems and SaaS, while supporting seamless multi-cloud connectivity to AWS and Azure.
- Globalgig integrated the Orchestra Insight platform, delivering real-time network visibility, proactive monitoring, and AI-driven incident resolution to achieve unified management across the network.
- The team consolidated multiple security tools into a single platform with Palo Alto Networks' SD-WAN and firewall integration, enhancing security and simplifying operations while laying the groundwork for future SSE enhancements.

The Results

The network transformation project delivered exceptional operational and strategic outcomes, equipping the healthcare provider with a resilient, future-ready infrastructure. By implementing a comprehensive SD-WAN solution, the organization significantly improved network performance, user experience, and scalability while laying the groundwork for future innovation.

- **Successful Pilot:** A carefully structured pilot ensured that performance metrics met the provider's stringent requirements, building trust in the solution.
- **Improved Network Performance:** Application-aware SD-WAN enabled dynamic routing and self-healing, reducing downtime and ensuring a seamless experience for critical users.
- **Enhanced Visibility:** Globalgig's Orchestra Insight platform provided comprehensive site availability monitoring and real-time issue resolution, eliminating reliance on multiple monitoring tools.
- **Increased Productivity:** Radiologist productivity increased by 50% during pilot tests, with faster upload speeds enabling efficient delivery of billable study reports and enhancing the overall user experience.
- **Future Scalability:** The new architecture supports the planned migration of voice services to UCaaS and data center workloads to the cloud, aligning with long-term goals.
- **Operational Efficiency:** Consolidated systems reduced complexity, freeing the IT team to focus on strategic initiatives rather than troubleshooting.

Conclusion

By partnering with Globalgig, this healthcare provider transformed its network into a scalable, cloud-ready architecture that meets the demands of modern healthcare operations. The combination of Globalgig's managed services powered by Palo Alto hardware provided a unified solution that simplified operations, enhanced visibility, and positioned the organization for ongoing digital innovation.

Globalgig remains a trusted partner, delivering proactive network management and customized solutions to keep the healthcare provider's infrastructure resilient and adaptable to changing needs.

CUSTOMER PROFILE:

Regional Healthcare System



A leading not-for-profit healthcare system in the Southeastern United States, this organization is dedicated to enhancing its community's health and quality of life. Anchored by multiple hospital campuses, it offers a comprehensive range of medical services across various specialties. With a mission to improve community health in all endeavors, the system serves a population exceeding one million across more than 18 counties. Its extensive network includes hospitals, outpatient locations, and a large medical staff, positioning it as a vital regional healthcare resource.