

CORE Health Networks Invests in Network Performance



Industry
Healthcare

Locations
HQ in Baton Rouge, LA
1,200+ clinics nationwide

Founded
2008

Website
Corehealthnet.com

Ecessa Product
PowerLink

THE COMPANY

CORE Health Networks, sister company of CORE LLC., is the leading provider of integrated occupational medicine services. CORE Health Networks implements medical data management systems for top-rated companies and operates a nationwide network of over 1,200 occupational medicine clinics to serve their clients. Their services include TimeZero Injury ManagementSM, medical surveillance program management and substance abuse testing.

Among their services, CORE provides onsite medical services, which brings mobile clinics to a jobsite for physical exams, drawing blood, hearing testing, chest x-rays, and more. This service provides businesses with an easier way to comply with OSHA requirements and prevents employees from having to spend several hours at an offsite clinic for testing. Onsite clinic visits save travel costs for employees and keep productivity for the employer as high as possible. For a job site that employs hundreds, or even thousands of employees, access to an onsite clinic can save thousands of hours of productivity.

THE CHALLENGE

CORE serves clinics from coast to coast, so thousands of clients are accessing their hosted solution at any given time. Chad Scott, CORE Health Networks Managing Partner and IT Director for CORE, LLC, stated that one of the most important aspects of his position is “Making sure that we have good uptime for customers that use our hosted software applications. We have to make sure they are online and available at all times and have minimal downtime. Our customers may be scheduling after hours, nights and weekends.”

Never-down connectivity is vital to a business that relies on hosted software like CORE. Redundancy is key, both for communication links and network equipment. If an outage occurs, customers around the country could lose the ability to submit information and to schedule health care visits.

THE SOLUTION

CORE installed redundant Ecessa Powerlink units in hardware failover mode, so that if an active unit failed the hot standby unit would automatically take over. This level of not only WAN link failover, but also network hardware failover, is consistent with CORE Health Network’s uncompromised level of service.

THE RESULTS

CORE has been able to implement a system that fits their needs, gives them confidence and keeps their customers happy. According to Scott, “The Ecessa Powerlinks in particular have been extremely valuable to us. We use them in our corporate office as a WAN aggregator. We are able to ensure that we have optimal bandwidth for both uploads and downloads available at the corporate office. For our datacenter, we have an additional Ecessa unit. That way, if we should we lose one of those pieces of equipment, the other will take over and we won’t have any downtime for our customers. We’re trying to optimize our uptime, and by having that additional unit we will ensure that we can accommodate the needs of our customers and staff.”

The service Ecessa provides has likewise met Scott’s high standards. “The Ecessa tech support has always been readily available and willing to bend over backwards to assist us. We’ve been really pleased with the performance, not only of the units themselves, but also with their tech support.”

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