

*SaaS providers can't afford problems with Internet downtime and unreliable bandwidth. Those issues lead to lost productivity, employee frustration and customer churn.*

## CASE STUDY

PH Tech, located in Salem, OR, was established in 1996 with the launch of its Clinical Integration Manager™ (CIM) medical management system to assist providers and payers in the management of managed care rules such as referrals and prior authorizations.

In 2012, when the State of Oregon committed to providing better health care and lowering health costs, PH Tech helped virtually every Coordinated Care Organization (CCO) make the transition to requirements established by the government.

Today, communities use PH Tech's advice, technology and services to connect and integrate the optimal resources to achieve improved patient care, lower cost and healthier population.

PH Tech solutions provides doctors, primary care providers and insurance providers with web-based applications to conduct online checks on patient eligibility, authorizations, status on accounts, online medical records management and payment of claims and more.

To provide these services without interruption, PH Tech needed a solution that would provide them with automatic failover between Internet connections in the event of a service provider outage.

"We needed automatic failover between Internet connections so we didn't have to scramble every time we have a service provider outage," said Chad Cassidy, Director of Information Technology at PH Tech.

Ecessa met this challenge by developing for PH Tech a solution using their PowerLink WAN controller to manage their business-critical WAN infrastructure demands.

After deploying PowerLink, PH Tech now has:

- Added redundancy and failover for its T1 and wireless link and can use the same domain name for both connections, providing ease-of-use to users
- Redundant network connectivity, so that if one service provider has an outage, PowerLink automatically fails over to the other provider
- Greater overall throughput by directing traffic among both their wireless and T1 Internet connections



*"We chose the PowerLink to provide us with network redundancy. This gave us automated WAN management through network connection load balancing and failover."*

*"Since we put in the PowerLink, we have had zero network downtime for our users due to ISP connectivity issues. Now when the wireless connection goes down, users don't even know about it."*