



CASE STUDY

Primary Care Provider (Anonymous)

CTI Delivers Seamless Network Overhaul, Improving Staff Efficiency and Patient Experience Across 11 Locations

CLIENT OVERVIEW

A multi-location primary care provider in the Mid-Atlantic region is an independent, physician-owned network committed to providing high-quality, patient-centered care. Serving over 130,000 patients with 98 board-certified providers across 11 locations in their regional market, the provider's mission is to enhance the well-being of the communities they serve by ensuring accessible, compassionate healthcare.

THE CHALLENGE

Before partnering with CTI, the provider faced several significant challenges with their aging IT infrastructure. Their network was outdated, disjointed, and lacked centralized management, resulting in poor network connectivity and performance. Staff found it difficult to access critical applications, and patients often encountered delays when trying to access important health documents. The inefficiencies caused by these challenges impacted both staff productivity and patient experience.

WHAT THE CLIENT NEEDED

The provider sought a single trusted partner capable of handling the entire network upgrade. They needed:

- ✓ A complete Wi-Fi design tailored to each location
- ✓ Hardware sourcing, installation, and configuration
- ✓ A reliable, centralized network management system
- ✓ Confirmation of coverage areas through as-built heat maps

The work had to be executed with minimal disruption to patient care, as downtime would directly affect the quality of service provided to patients.







THE CTI SOLUTION

CTI's approach to solving the provider's network challenges was both thorough and collaborative. First, CTI conducted a comprehensive assessment across all 11 locations, identifying gaps in Wi-Fi coverage and underperforming areas. The solution delivered included:

- 1 Predictive Analysis & Wi-Fi Design:** Identifying optimal placement for wireless access points (WAPs) at each location
 - 2 Hardware & Network Configuration:** Sourcing, installing, and configuring the necessary hardware, including switches
 - 3 Coverage Validation:** Providing an as-built heat map to ensure network performance met the set goals
- CTI's engineers worked around the provider's patient schedules, ensuring no disruptions during patient care hours.

THE RESULTS

CTI's efforts led to a dramatic improvement in network performance and coverage across all the provider locations. **Key results include:**

-  **Exceptional Wi-Fi Coverage:** Every location showed top-tier performance in the heat map, confirming superior network coverage
-  **Enhanced Staff Productivity:** With reliable network access, staff could quickly retrieve patient data and applications, improving operational efficiency
-  **Improved Patient Experience:** Faster document access meant patients could receive timely care, reducing frustration
-  **On-Time Delivery:** The entire project was completed with no downtime and on schedule, ensuring seamless continuity of care.

THE ONGOING PARTNERSHIP

Post-deployment, CTI continues to support the provider with ongoing troubleshooting and early access to the vendor's cloud management portal for future upgrades. While communication has been primarily one-directional, the provider appreciates the responsiveness and technical expertise CTI offers.

Future initiatives are already being discussed, with CTI exploring potential improvements in compliance and security to further enhance the provider's IT infrastructure.

ADVICE FOR HEALTHCARE ORGANIZATIONS FACING SIMILAR IT CHALLENGES

For healthcare organizations grappling with similar network difficulties, CTI's advice is simple: Work with a partner who can oversee all elements of the project, providing a complete, end-to-end solution. Trusting CTI to manage this complexity allows IT teams to stay focused on daily operations, all while ensuring a future-proof network solution.

REFLECTIONS & LESSONS LEARNED

CTI's ability to manage the entire project — from design to deployment — enabled the provider to focus on what they do best: providing high-quality healthcare. The project not only delivered results but was executed with precision, minimal disruption, and within the agreed timeline.

IN THE CLIENT'S WORDS (PARAPHRASED)

The provider's leadership shared that the project's success was a direct result of CTI's thorough planning and hands-on approach. The seamless implementation and prompt issue resolution were crucial to the project's success.