

## XO<sup>®</sup> MEETS BANDWIDTH NEED AT SUNRISE MEDICAL GROUP

Sunrise Medical Group is a multi-dimensional group practice located in Broward and Dade counties in Florida. With offices in 14 locations, the company provides treatment of neurological and sleep disorders, pain management, pulmonary rehabilitation, magnetic resonance imaging (MRI) scanning, physical therapy, and clinical research.

### The Challenge

Meet the critical need for a reliable data network that enables the sharing of very large data files among multiple locations.

With more than 35 medical professionals providing patient services in so many locations, scheduling is difficult. Adding to the difficulty is the need to share large amounts of data within the group, with hospitals, with other doctors, and with referring physicians. To complicate matters even further, the group needs to share MRI scans, each of which is a minimum of 185 MB – from four MRI machines operating full time. With all these data files going back and forth, you can understand the challenge facing Anthony Lombardo, IT Manager for the Sunrise Medical Group.

When Lombardo said he needed a reliable network to support the day-to-day activities of the medical group, he wasn't joking. Even a little downtime with phones or the data network severely affected business operations. Unhappy with the excessive network downtime he was experiencing with his former provider, Lombardo shopped around for a new vendor.

In choosing a vendor, network reliability was the primary concern, but pricing was also a factor. "We wanted a good network," said Lombardo, "but we also wanted a good price."

### The Solution

Voice, data, and virtual private network (VPN) services across all locations, using Integrated T1s, data T1s, primary rate interface (PRI), 3 Mbps dedicated Internet access (DIA), and local lines.

To support Sunrise Medical Group's data-sharing needs, XO provided a VPN to connect the group's 14 locations, enabling them to share medical and scheduling data. Most locations are configured with two data T1s, bound together to support the high volume of network traffic. Offices with only one doctor are connected to the network with an integrated T1. XO also provides local and long distance voice services and dedicated Internet access.

Lombardo has been especially pleased with the support he gets from the XO local sales team. "They have bent over backwards for us," he said. In fact, Lombardo is already looking ahead and researching alternative solutions for higher speed data. He plans to discuss other options, such as fiber optics, with the XO team when it's time to renew the company's contract.



### Executive Summary

#### SUNRISE MEDICAL GROUP

- Industry: Healthcare
- Location: Broward and Dade counties, Florida

#### BUSINESS CHALLENGE

- Provide a reliable network that offers high bandwidth for sharing large data files
- Connect all 14 locations to facilitate continual sharing of medical and scheduling information
- Reasonable price

#### SOLUTION

- A reliable data network configured with integrated T1s, data T1s, and 3 Mbps DIA
- Sufficient bandwidth to enable sharing of massive amounts of data simultaneously, including multiple MRI files with a minimum size of 185 MB
- Local and long distance voice services using PRIs, integrated T1s, and local lines case study

#### RESULTS

- Reliable network
- Successful data sharing
- Prompt resolution of issues



## The Results

### Reliable Network

Burned by excessive downtime with his previous provider, Lombardo is excited about the reliability of the XO network. "The XO network is great, I love it!" said Lombardo. "It runs beautifully and I would always recommend it."

### Successful Data Sharing

In the medical world, data flow is key to running a business. Lombardo said that huge amounts of data – from scheduling information to medical records to large MRI files – are shared not only between locations, but also with hospitals and referring doctors. "The XO data solution has kept the data flowing," said Lombardo.

### Problem Resolution

According to Lombardo, turn-up of the XO solution wasn't easy, especially because it required another provider to install some components, which added time to the process. "However," said Lombardo, "I have a direct contact in XO Customer Care who gets things done. When an issue arises that the local support team can't resolve, my XO contact takes care of it immediately."

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### ANTHONY LOMBARDO

IT Manager  
Sunrise Medical Group  
[www.sunrisemedicalgroup.net](http://www.sunrisemedicalgroup.net)

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