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Customer solution provided by...

Rose Nineff: Lumos Networks Account Executive II

Healthcare Provider Finds Confidence in Lumos' Customer Experience

While many aspects of the healthcare industry are vital to patient care, timely delivery of customer information, such as x-rays or medical records, is essential for successful treatment. Reliable and secure telecommunication services allow healthcare providers to transfer, share and store data in an organized, meaningful way.

As a loyal customer since 2010, the healthcare provider in Greenbrier County originally faced recurring outages because of the unreliability of their PRI service. In addition, the customer spent unnecessary time and effort determining who to contact during a service issues because each clinic was operated by a different vendor.

“As I began developing a relationship with this customer I made sure to spend face-time with all of the department managers so everyone in the organization was on the same page. In doing so, I was able to learn the goal of the hospital and find a way to meet those needs,” Rose said.

Reliable Service Allows Customer to Accomplish Objectives

Lumos Networks Metro Ethernet was a perfect fit for the healthcare provider. All of the clinics connect back to the main hospital. The solution allows the customer to manage everything from one location and transfer information between locations in a secure manner.

“When Metro Ethernet was installed at the first clinic, the customer was amazed at how fast they were able to roll out information to the main hospital compared to past experiences,” Rose said.

Customer Enjoys Ease of Service from Lumos

After switching to Lumos Networks, the customer eliminated the original point-of-contact confusion caused by multiple vendors. Each clinic, along with the main hospital, is run on Lumos Networks fiber network; meaning one call is all that is needed when an issue or concern arises anywhere on the network.

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