

CHRISTUS Health's Network Migration With Conterra Networks

Lives Are on the Line. Don't Compromise on Your Connectivity.

How Conterra Networks became a vital lifeline for this sprawling Southwestern healthcare provider by delivering rock-solid reliability and network performance to match.

Today, healthcare providers rely on their high-speed data networks to handle ever-growing volumes of patient information. That means fast and reliable data connections are as vital as an IV drip – and any network disruptions can have dire consequences.

CHRISTUS Health is one of the 20 largest hospital systems in the U.S. and the single largest in the Gulf States. Operating in over 60 cities, it needed to ensure that its new San Antonio data center had sufficient network diversity to stay connected to its hospitals no matter what. CHRISTUS also recognized an opportunity to enhance internet capabilities at locations across the entire region. That's when it decided to expand its relationship with Conterra Networks, a provider it knew and trusted.

CHRISTUS wanted Conterra to help them overcome four significant obstacles in these projects.

PROBLEM 1: True geographic diversity had to be added to a new data center.

When planning an alternate route to its new data center, CHRISTUS Health was unwilling to compromise uptime and patient care with a Type 2 connection, which is what most big network providers offered. They needed a geographically diverse route they could rely on. Conterra Networks stepped up to the plate by designing a network with multiple redundant paths, ensuring continuous service even if other connections were interrupted.

PROBLEM 2: Other providers offered limited customization.

With many locations spread across a sizable Gulf Coast and Southeast area, CHRISTUS Health sought a network partner that could create efficient data-handling routes. Conterra Networks collaborated closely with CHRISTUS engineers to design a customized network solution that enabled them to expand without significant disruptions while enabling efficient routing to regional hubs and data centers.

“No matter what type of need we might have, they're going to do everything within their power to meet that need.”

Henry Ybarra, Telco Engineer II, CHRISTUS Health



PROBLEM 3: CHRISTUS felt unheard by existing providers.

Engineers at CHRISTUS Health felt neglected by their previous providers, receiving minimal support, lengthy resolution times, and a never-ending stream of paperwork. Large bureaucratic providers did not share their sense of urgency. Conterra Networks provided a dedicated project manager and a support team to work closely with CHRISTUS Health – along with a direct line to its vice president should they ever need it. (They haven't so far.)

PROBLEM 4: Transition expenses and disruption had to be minimized.

Transitioning to a new network posed logistical challenges, including managing different contract end dates and ensuring minimal service disruption. Conterra Networks meticulously planned transition phases with parallel deployment and offered CHRISTUS on-site staff the support they needed to make site cutovers seamless. This strategic approach eliminated downtime and allowed for a smooth migration to the new network infrastructure.




RESULTS

Conterra collaborated closely with CHRISTUS Health's in-house team to address their complex network challenges. By developing a strong redundancy plan and **improving network efficiency across 40+ locations**, Conterra created customized solutions that ultimately empower CHRISTUS to continue delivering exceptional healthcare now and in the future.

GOING FORWARD

Conterra guaranteed CHRISTUS 80% completion for all locations within 18 months of the project's start and is well ahead of schedule. Additionally, Conterra is looking to develop new products and services to meet CHRISTUS Health's evolving needs. .

The Conterra Prescription for Strong Healthcare Connectivity

 PRIORITIZE RELIABILITY	 EXPECT FLEXIBILITY	 DEMAND ACCOUNTABILITY
<p>When lives may be on the line, you can't settle for off-the-shelf solutions. Make sure the provider delivers the redundancy and diversity your organization needs.</p>	<p>Outside-the-box thinking can deliver solutions tailored to your specific needs, whether your goal is to minimize downtime, improve performance, meet budget constraints, or create effortless implementations.</p>	<p>Don't let a provider hide behind layers of bureaucracy. Connectivity partners are there when you need them, whether helping your team with whiteboard network designs or taking your call after hours.</p>

Contact Us

Trust our reliable fiber optic network, supported by our team of local experts, so you can focus on what you do best – growing your business.

