



Challenge

- A disparate network running on a single coax cable
- Network stability required to sustain growth
- Monitoring and securing vulnerable access points

Solution

- Deploying a fast, secure, 1G fiber-based SD-WAN

Outcome

- Ease of portal-based dashboard visibility
- Rerouting network traffic across locations, as needed

The Challenge: Establishing a Dependable Baseline

Ensuring a Greater Measure of Prevention

With a network of Mental Health Wellness Centers across Pennsylvania, D.C., and Georgia, Preventive Measures delivers mental health and supportive services to families, literally, where they live. The organization's promise to "Meet You Where You Are" is evident in their mission to promote abundant living and prevent out-of-home placement for care. It's a promise that relies on dependable connectivity, communications, and continuity as critical factors, so, running a disparate network on a single coax cable would no longer do.

"Our first priority was ensuring network stability across all of our locations," recalls Edward J. Martin, Chief Information Officer for Preventive Measures. "We needed to deliver the same accessibility, quality, and dependability of care remotely or in-person, particularly postpandemic." With client privacy and HIPAA compliance at stake, data protection and network security were also huge factors.

"We also needed to deploy and monitor new locations, services, and applications, with proactive antivirus filtering protections in place so we could be confident all assets were secure."

Visibility would prove another key determinant. "Beyond protecting digital assets, it was also about managing varying access levels, right down to security cameras," adds Martin. That meant, "putting policies in place, educating employees, and being able to enforce those policies." First, Martin and his team performed a comprehensive forensic audit of the legacy network, assessing quantity and quality of connectivity as well as traffic both at and across each location. Did they have sufficient bandwidth for today, and to plan for downstream? What were the vulnerabilities? Could they standardize network components? What additional infrastructure would be needed to fully protect, manage, and optimize the network?

The Solution: Deploying a Secure, Fast, 1G Fiber-Based SD-WAN

Given the size of the company, how they were configured, how they monitored and managed operations, and how their infrastructure was set up, Martin decided that “SD-WAN was a perfect fit. We needed to manage traffic across locations, perform predictive analysis, and provide metrics to operations, down to the individual device. Astound’s team helped us get there, step by step—and more importantly, all of it is aligned to what our business and technology roadmaps look like.”

“The thing I like about this product is that you can put it in and see immediate improvements,” says Martin, referring to one location in particular whose volatile connectivity posed a major concern. “The portal-based dashboard visibility we now have is a gamechanger. The insights we gain let us learn from what people are actually doing—how much activity, how often, and when—help us make informed decisions and changes. The problems went away.”

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The Result: “We’re now proactive, and not reactive.”

Today, Martin looks to a network that is much more accessible, automated, and available. They are leveraging system alerts to the fullest, planning ahead to avoid conflicts, making real-time adjustments along the way, and learning, understanding, and preventing problems more accurately and more often. The IT team is now establishing and meeting KPIs they never thought possible. “Our network is now over 99% available,” asserts Martin. Previously, “we weren’t even able to document such metrics to leadership, let alone achieve them.”

As Preventive Measures continues to transition to an ever more mobile and virtual telehealth-based care model—and after opening four new offices since the new network’s deployment—access and security are more essential than ever. “SD-WAN has allowed us to standardize a network environment and experience that yields predictable performance results at each location,” concludes Martin. “And that sense of confidence, and the certainty of knowing, is now part of our IT culture.”

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