



STX Healthcare Management Services

FINDING THE PERFECT SOLUTION

STX Healthcare Management Services is a healthcare management organization providing business services to more than 40 different offices throughout Texas and Alabama providing business services to more than 40 different dental offices throughout Texas and Alabama, with 21 in the Dallas Fort Worth market alone. The company is responsible for ensuring that the proper technology, including Internet and voice, is in place to allow these offices to efficiently provide dental care to tens of thousands of patients.

Due to the number of recent healthcare mandates, STX found itself in need of more bandwidth to accommodate the data requirements of its dental office clients. Furthermore, with a multitude of client offices, STX required a system that provided connectivity amongst them all to ensure the exchange of information seamlessly to guarantee consistent billing, accounting and reporting.



The Challenges

Reliable high-speed internet connectivity for 40+ dental office locations

The Solution

One Ring Networks fixed wireless internet solution

The Results

Reliable internet connectivity no matter the situation ensuring reliable patient care



WEATHERING THE STORM

Having provided services to clients within the healthcare industry, One Ring understood STX's unique needs and equipped the company with fixed wireless data.

“Being located in the Midwest, one of our biggest concerns was bad weather causing downtimes,” said Morgan. “Five years ago if the internet was down for a day or two it wasn't crucial, but now if we're down for 15 minutes, it's critical. Without reliable Internet service it would make it difficult for the clinics to stay productive.”

Last spring, One Ring's circuits were put to the test. Storms with up to 80 mile per hour winds came rolling across Texas. Cities including downtown Houston became flooded, putting the city's telecom base out of commission. STX's offices in Dallas however, were able to weather the storm.

“WE WERE CONCERNED ABOUT THIS STORM, BUT WE KNOW OUR NETWORK ALERTS WOULD TELL US IF THERE WAS A PROBLEM WITH ANY OF OUR CIRCUITS,” MORGAN SAID. “AND WHEN THE WIND HIT 80 MPH, WE RECEIVED A NOTIFICATION FROM TWO SITES THAT CAME DOWN, BUT THINGS WERE BACK UP AND RUNNING A FEW MINUTES LATER; NO ONE NOTICED THERE WAS A DOWNTIME AT ALL.”

JON MORGAN, CIO OF STX HEALTHCARE





LOOKING TO THE FUTURE

Since enlisting One Ring Networks as its service provider, STX healthcare has received a multitude of benefits. Not only has it seen a dramatic increase in cost savings- approximately 40-50%- but it also no longer has to worry about the reliability of its Internet.

“We have a very complex environment and keeping track of and maintaining 40 plus offices keeps us busy,” said Morgan. “However, because of One Ring Networks we now have a system that we know is reliable. We no longer have to worry about our Internet circuits and can instead focus on more important items, which is empowering.”

And if there ever is an issue, STX knows it will be handled swiftly and properly by One Ring’s customer service. In fact, Morgan notes that STX often speaks directly with the service member who will be going out into the field to fix the problem, something that is not common with larger providers.

“We started slow with One Ring, but have gained abundant confidence over the past three years,” says Morgan. “I still have 23 other clinics throughout Texas and Alabama that I need to get connected and I look forward to having them on One Ring’s service.”



GIVE US A CALL TODAY AT 1-855-ONE-RING OR EMAIL SALES@ONERINGNETWORKS.COM

One Ring Networks is a preferred carrier that powers today’s business connections in the Atlanta and Dallas-Fort Worth markets. With innovative managed services and quick installation, One Ring Networks provides small, mid-sized and enterprise organizations with a faster, more reliable Internet connection.

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