

Nationwide Healthcare Provider



CASE STUDY: Standardizing Fiber Connectivity Across a National Healthcare Provider

Challenge

A large, rapidly growing healthcare management organization was acquiring dental and oral surgery practices across the United States at an aggressive pace. Each acquisition required reliable, enterprise-grade connectivity to support clinical operations, business systems and future technology rollouts.

While many newly acquired locations already had broadband connectivity in place, those services were often inconsistent and not suitable as a primary circuit for mission-critical healthcare environments. The organization needed a standardized, dependable connectivity model that could be deployed quickly, remain within strict budget guidelines and scale nationwide without adding operational complexity.

At the same time, their trusted technology advisor required a provider that could simplify procurement, eliminate carrier fragmentation and deliver consistent performance across dozens of locations, all without slowing down acquisition timelines.

Objective

As part of its acquisition strategy, the healthcare organization relied on a centralized technology advisory partner to source and deploy infrastructure after each practice was brought into the portfolio. This model removed the burden of technology procurement from individual practices but placed heavy demands on the partner to move quickly and efficiently.

The environment called for:

- A standardized primary connectivity solution suitable for healthcare operations
- Redundancy through secondary broadband circuits
- Predictable monthly costs that fit within the healthcare provider's budget at each location for primary connectivity
- Rapid quoting and provisioning to keep pace with acquisition timelines
- A single provider capable of delivering fiber nationwide, across all 50 states

Managing multiple underlying carriers, invoices, and install timelines would have slowed deployments and introduced unnecessary risk. The partner needed one reliable provider to act as a single point of accountability.

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Solution

APX Net partnered with the technology advisor to deliver Type 1 Dedicated Internet Access (DIA) fiber circuits, standardized at 100 Mbps per location, with broadband services positioned as backup connectivity where applicable.

Key elements of the APX Net solution included:

- Nationwide fiber availability through a single provider and a single bill
- Fast, no-nonsense quoting that allowed the partner to respond quickly to new acquisitions
- Carrier-agnostic sourcing that eliminated the need to manage multiple vendor relationships
- Consistent circuit quality aligned with the partner's preference for Type 1 connectivity
- Hands-on project support when timelines were compressed or challenges arose

In one critical example, when a new location faced delays in its primary fiber installation, APX Net stepped in to source and deliver an interim broadband circuit within less than a week, allowing the practice to open on schedule while the permanent DIA circuit was completed. This speedy install alone saved both the healthcare provider and the partner hundreds of thousands of dollars.

Over time, APX Net became a seamless extension of the partner's team, supporting due diligence, provisioning, project management and deployment of each new fiber install.

Results

Since deploying APX Net's solution, the healthcare organization and its technology partner have realized measurable operational benefits:

- 30+ successful implementations completed to date, with many more planned
- Reliable, enterprise-grade connectivity standardized across locations nationwide
- Faster acquisition onboarding due to streamlined quoting and provisioning
- Reduced operational overhead by consolidating connectivity under one provider
- Increased confidence in meeting aggressive timelines without sacrificing reliability

Perhaps most telling, APX Net's ongoing check-ins rarely result in support requests, an indicator that the solution is working as intended. When issues do arise, they're typically external to the network services APX Net delivers and APX Net still steps in to resolve them with the partner and customer.

As acquisition activity accelerates for the healthcare provider, APX Net continues to serve as the trusted connectivity foundation, helping ensure that newly acquired practices are operational, connected and ready to deliver care from day one.