COMCAST BUSINESS ADVANCED NETWORK SERVICES SUPPORT ELWYN'S TRANSITION TO ELECTRONIC MEDICAL RECORDS

LEADING NON-PROFIT RELIES ON COMCAST BUSINESS TO SUPPORT EMERGING TECHNOLOGY FOR DELIVERY OF HEALTHCARE, EDUCATION AND EMPLOYMENT SERVICES TO NEARLY 20,000 ADULTS AND CHILDREN NATIONWIDE

COMCAST BUSINESS

Established Health Care Facility Enriches the Lives of Individuals with Disabilities Coast to Coast

Founded in 1852, Elwyn is an internationally recognized nonprofit organization that provides education, rehabilitation, assisted living, employment and other services for adults and children with disabilities. The organization employs nearly 5,000 people and serves almost 20,000 individuals across the states of Pennsylvania, New Jersey, Delaware and California. Through a variety of campus locations, community sites, local schools, workplaces and individual residences, Elwyn is able to provide unique programs that help its clients reach their maximum potential and lead fulfilling, meaningful lives.

"We firmly believe in treating all of our clients with dignity, regardless of their challenges. We seek to provide them with every opportunity for success and celebrate their victories, no matter how small," said Edwin Rodriguez, director of IT operations at Elwyn. "One of the ways we accomplish this is through technology, which not only lets us continually introduce new and innovative services, but also helps us operate more efficiently as an organization so our staff can focus on helping more people."

New Technologies Demand Greater Network Capacity

With employees located in nine offices nationwide, Elwyn wanted to centralize its HR and payroll functions so personnel could access these services quickly and efficiently, wherever they work. Unfortunately, Elwyn offices were connected via multiple bonded T1 lines that only offered capacity of between 5-50 Megabits per second (Mbps). The existing connectivity service did not provide sufficient flexibility or scale to support the effort.

Elwyn also sought to transition to electronic medical records (EMRs). Beyond their ability to improve staff productivity and reduce operating costs, EMRs also enhance the overall quality of client healthcare, giving staff the ability to quickly and easily capture patient information and communicate instantaneously regarding health-related issues. In order to transition to EMRs, however, Elwyn required much greater network capacity than what it already had, and the cost to upgrade all systems was simply too high for the nonprofit to afford.

SITUATION
- One of the nation's oldest and largest care facilities for adults and children with disabilities
- Serves nearly 20,000 individuals across four states

CHALLENGE
- More network capacity required to support organization's transition to EMRs and hosted services
- Nonprofit status demanded need to conserve costs

SOLUTION
- Comcast Business Ethernet Network Service
- Comcast Business Internet
- Comcast Business PRI Trunks

RESULTS
- 4x network capacity at same cost as previous provider
- Seamless file sharing across all connected locations
- Ethernet-based infrastructure provides scalable capacity to support future technology initiatives
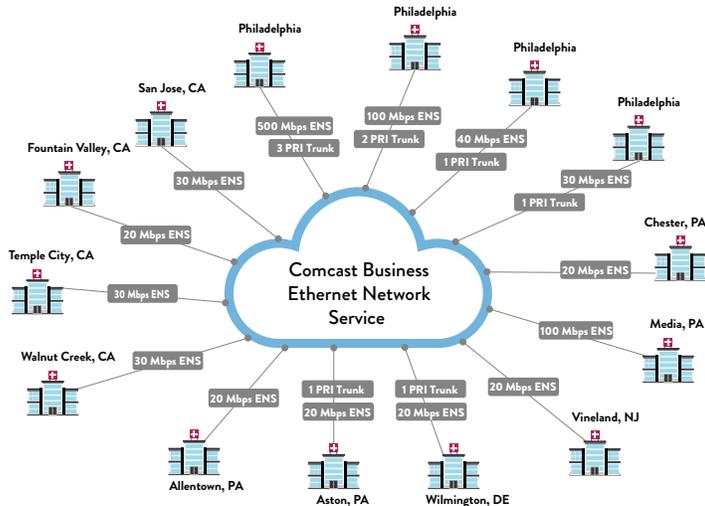
Comcast Business Delivers High-performance Ethernet, Internet and Phone Services to Facilitate Process Upgrades

Through the help of its long-time trusted technology partner, Chorus Communications, Elwyn looked to Comcast Business to provide a solution that would solve these two important technology challenges. The result was a bicoastal, 14-site Ethernet Network Service that connected the nonprofit's nine offices and two data centers in a fully redundant mesh network design. With network capacity ranging from 20-500 Mbps, this upgraded infrastructure could easily support the newly introduced hosted services while also seamlessly transferring client EMRs between offices and data centers. It also allowed Elwyn to employ Chorus Communications' collocated hosting services to create a centralized, offsite network infrastructure that combines enterprise-class network security, redundancy and reliability with cost savings.

"The time before and after our transition to Comcast Business was like night and day. We've quadrupled our network capacity but are still paying the same amount we were paying with our previous provider," continued Rodriguez. "Our teams can access the information they need as if they were sitting next to each other rather than on the other side of the country, and our solution now has the scalability we will require as we continue rolling out new technologies across our organization."

This Ethernet Network Service will also be instrumental in supporting Elwyn's migration to communication and collaboration tools hosted in the cloud, which it expects to complete within the next year. In addition, Comcast Business is providing the organization with PRI Trunks across six of its locations in Pennsylvania and Delaware for better efficiency and call clarity – including three PRI trunks at the company data center and six more at remaining sites. Comcast Business is also delivering Business Internet at speeds of up to 50 Mbps at nearly 85 sites nationwide to allow its clients to get online from their individual residences. Plans are further underway to bring Comcast Business WiFi services to more locations as well.

"I can't speak highly enough about the excellent customer service we've received from Comcast Business," concluded Rodriguez. "Our support rep responds to us quickly and the network capacity we've gained from making the switch is allowing us to fulfill all of the technology goals we set out to achieve. But the real beauty of our Comcast Business solution is that it's simple. It just works."