



TBCCONSULTING

CASE STUDY

TriWest Healthcare Alliance:

Networking and Unified
Communications Solutions for
Veterans' Healthcare Provider

About TriWest Healthcare Alliance

Since its founding in 1996, TriWest Healthcare Alliance has been “On a Mission to Serve”® United States veterans and the military community by providing access to quality healthcare provider networks. TriWest’s extensive provider network brings quality care closer to veterans’ homes, regardless of location. As a partner of the Department of Veterans Affairs (VA), TriWest also administers community health care programs such as the Patient-Centered Community Care Program (PC3) and was awarded by the VA the Community Care Network (CCN) in Region 4. This area includes 11 western states, including Arizona, Texas, and California.

The Challenge

TriWest has experienced exponential growth over the past several years due to its success serving the veteran community in the western United States. As its geographic area of responsibility has grown, the company has brought on more healthcare partner providers and increased the number of veterans served. The growth exceeded its internal IT network and infrastructure capabilities, and the small but capable IT team needed additional resources to meet the demand. TriWest identified that it needed to build a more flexible infrastructure that could grow while maintaining security and compliance with governmental and healthcare regulations.

Second, the company needed to identify an effective Unified Communications (UC) solution that could extend across multiple call centers to support the increasing number of incoming calls. Additionally, the company wanted a local partner who could manage its new network and UC infrastructure enabling the TriWest IT team to focus on more strategic initiatives.

Driven to serve its veterans in the most advantageous way possible, TriWest reached out to several vendors to determine the best options—key factors were budget and not overburdening the company’s internal IT resources.

“TBConsulting has a willingness to do the right thing and responds quickly to challenges. The TBC team didn’t hesitate to step up when we faced a significant increase in network demand. I see them as a true partner.”

— Ross Clement,
Director of Infrastructure

The Solution

After an extensive vendor review, TriWest selected TBConsulting (TBC) as its new network transformation partner. TriWest executives were impressed with TBC’s partner mentality, a strong demonstration of high-level customer service and IT knowledge, understanding of the industry and compliance requirements, and services offered. It was also fortuitous that TBC’s headquarters are close to TriWest’s headquarters.

In 2013, TBConsulting transitioned TriWest’s data center operations to a cloud-based infrastructure and stepped into direct network management. Remaining data center hardware and management including floor space, rack space, power, generators, and carrier connectivity also became TBC’s responsibility. TriWest effectively handed over control of its telephony, network, and systems to TBC to manage expenses and gain a partner that was dedicated to TriWest’s core mission to serve. Once the new scalable, highly available, and secure data center infrastructure was in place,

TBC became the TriWest network manager. Today, TBC engineers work on-site at TriWest to actively oversee maintenance and operations of all areas supporting the client’s processing, storage, and networking infrastructure requirements via the TBC Total Care solution. The engineers manage a variety of tasks and strategic initiatives like troubleshooting user issues, creating architecture designs, performing technology roadmap consultations, and managing security.

TBC solutions have expanded since 2013 to include Network Total Care, Systems Total Care, Vulnerability Management and Security Monitoring. The team also rolled out VDI - Desktop as a Service (DaaS) to simplify maintenance and support of desktops. Data backup provides replication to ensure data is recoverable in the event of an outage. TBC addressed the need for increased telephony capabilities as well, through a UC call center. To ensure all its veterans could reach the company at any time day or night, even in periods of high call capacity, TriWest needed increased call

center connectivity. At the time, it had a single call center with 250 users. After reviewing the company's needs and growth plans, TBC Consulting recommended a fully managed UC call center platform. Once TBC implemented the modern telephony platform, TriWest's voice capabilities increased to 7000 users across 10+ locations and now supports data-driven call routing and analytics, call recording, and remote call center agents.

The Results

TriWest experienced minimal impact on its business operations during TBC's smooth service transitions. By reducing or eliminating capital expenditure on hardware and software, maintenance contracts, and repurposing IT staff, TriWest benefited from an overall cost reduction of 15-20%.

The new infrastructure achieved an increased level of stability and performance, which minimized maintenance costs with less hardware and more systems and virtual machines. With the mundane covered by TBC, the TriWest IT team focused its attention on critical tactical and strategic initiatives core to serving its veteran audience.

The proximity of TBC's headquarters to TriWest's corporate office is also an ongoing benefit. Centralized in the Phoenix area, TBC's expert engineers can immediately respond to any issues in-person at the TriWest corporate office to ensure maximum performance, support, and uptime.

TBC continues to support TriWest with new initiatives and ongoing systems, network, telephony, cloud and data center infrastructure management.

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“At TriWest, we see TBC as a long-term partner. They have grown with us, and serve as a knowledgeable and capable extension of our own IT team. Their culture and approach to business are the key attributes for a successful engagement.”

– Joe Oddo, CIO

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TBC Solutions Utilized by TriWest

- Unified Communications as a Service (UCaaS)
- Systems Total Care
- Network Total Care
- Vulnerability Management
- Security Monitoring
- Desktop as a Service (DaaS)
- Backup as a Service (BaaS)
- Disaster Recovery as a Service (DRaaS)