Seamless network decommissioning and implementation with minimal downtime for healthcare clients undergoing large mergers and acquisitions

Client

Many of our healthcare clients provide the entire continuum of care and operate Skilled Nursing Facilities, Assisted Living, Rehabs, Hospices, Home Care, Doctor's Offices, and Acute Care Hospitals across the United States. They're dedicated to providing the highest-quality care for their patients and residents. With such a large and dynamic footprint and a high volume of M&A activity in the industry, they often need a partner that can quickly scale up to meet their needs.

Challenge

Seamless patient care through divestitures and acquisitions is paramount in the healthcare industry. To effectively manage these transitions, IT teams must decommission old systems and inventory hundreds, if not thousands, of devices, minimize staff disruption, and ensure technical infrastructure is operable. Our clients have enough moving parts to manage during M&A activities and sought a partner to own the execution, communication, and reporting for their transitions. They need a knowledgeable partner to own the design and implementation of WAN, phone systems, telecom, print and fax solutions, end-user computing devices, and more.

### IMPORTANT CONSIDERATIONS

- How can we minimize downtime and impact on daily operations?

- What can we do to streamline the process for future acquisitions?

- How can we commission, manage implementation, and consolidate connectivity circuits in a timely manner?

- How can we augment staff during M&A activity without disrupting existing operations?

Solution

There are no days off when it comes to patient care in a healthcare facility. The staff constantly needs access to their technology tools (e.g., point-of-care terminals and clinical applications), and the network needs to be live for continued connectivity. Having a partner who understands this was crucial to the project's success. To minimize disruptions to operations and streamline the process for future facilities, ASD and our clients collaborate to develop acquisition playbooks that detail all aspects of on-site standards and expectations, timelines, a resource plan, and a technical transition strategy.

ASD then develops an internal acquisition playbook to train staff on interacting with various end-users on the customer's side, from Technical Analysts to Leadership staff. A robust workflow is developed to deliver the expected outcomes. At a high level, workflows are as easy as clients submitting a request to ASD. ASD then engages its acquisition team leads to execute. Taking ownership of coordinating with a nationwide partner for circuit procurement, equipment inventory and staging, verifying wired/wireless networks, updating telecommunications and network infrastructure, and ensuring end-user compute devices, print, and fax solutions were correctly implemented.
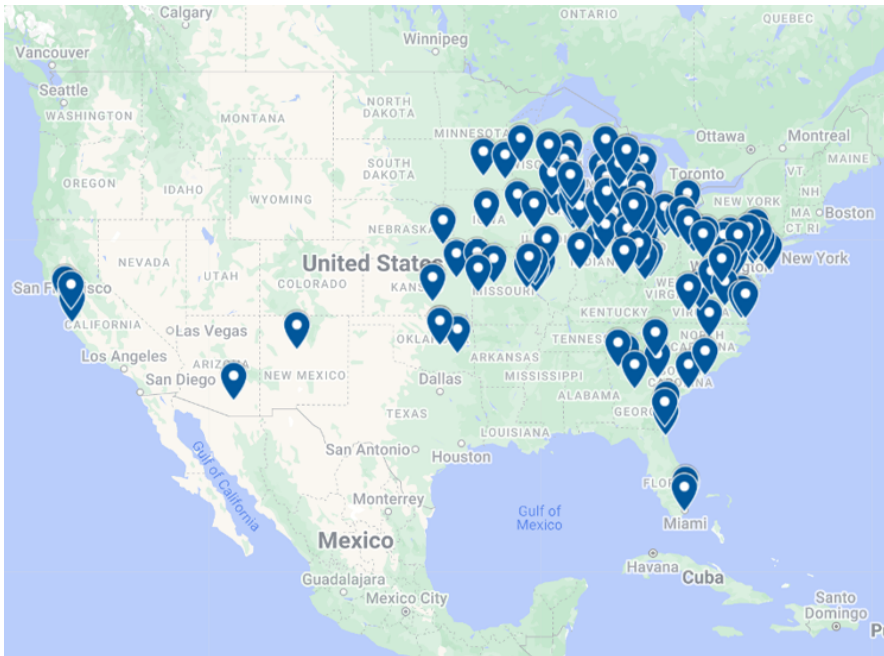
Result

ASD owns the technology scope from start to finish, decommissioning for the divesting company and implementing for the acquiring company. We operated as a partner and extension of their internal team to ensure the entire technology scope is executed seamlessly. Clients experience a smooth transition of technology systems, with projects consistently coming in on time, within budget, and with minimal disruptions and positive stakeholder feedback. Once clients realize that ASD checks all the boxes they wanted in an acquisition support partner -a nationwide presence, the ability to handle multiple scopes, a team that can ramp up quickly when needed, and high-quality deliverables- they continue to work with us for years.

Project Summary

INDUSTRY

Healthcare

SERVICES

Field Services (MACD, logistics)
IT Services (Decommissioning, reconfiguring, end-user training)

TECHNOLOGIES

End-user Computers
Time Clocks
Kiosks
Physical Network

HIGHLIGHTS

- 350+ locations across 38 states
- MACD services to operationalize multiple long-term care facilities
- Playbook created to streamline processes and standardize deliverables