Akative®

Case Study	# Partners In Care Treating Their Internet Downtime With RocketFailover®

Based out of Auburn, California, Partners In Care has been providing exceptional in-home senior care for 25 years. With multiple different service options, Partners In Care have 24/7 support and pride themselves on being responsible and dependable for their clients. Partners In Care's mission is to provide the best care possible to their seniors around the clock which is why offering 24/7 service is a high priority.

The Challenge

Offering around-the-clock in-home care is something that Partners In Care is known for. However, being able to provide that level of support for their clients requires a stable Internet connection that keeps them online and available. Partners In Care need connectivity to keep providing the best care possible for their clients. It is used throughout their business in areas such as VoIP systems, which allow healthcare workers to be able to call and communicate effectively with their clients and coworkers alike.

If a client is in need of assistance, but Partner In Care is in downtime, that client could potentially be in distress and not receive the care they need, or it could result in poor customer satisfaction. Similarly, VoIP systems allow team members to communicate with each other, calling about how to make a plan of care for a patient or check with each other on the best treatment options. Along with VoIP systems, Internet downtime for a healthcare facility can also negatively impact access to patient records and treatment plans, test results, and even POS systems.

PartnersInCare

Partners In Care Requirements

1. A seamless connection that happens automatically so Partners In Care don't feel the impact of downtime
2. Reliable backup so Partners In Care can trust that they will always stay online and provide around-the-clock care
3. Simple integration with existing equipment racks
4. HIPAA complainant solution so that customer and business data remain protected

The Solution

After talking with Partners In Care about their struggles and experiences with Internet Downtime, our experts here at Akative determined that they needed RocketFailover Fusion™. RocketFailover is the world-leading backup Internet solution, providing customers with seamless backup Internet when their primary connection fails. Fusion is a RocketFailover solution that includes segmentation for businesses with more complex networks which is why it was the perfect choice for Partners In Care.

RocketFailover Fusion is designed to maintain the demanding Internet needs that are found in the world of healthcare and allows businesses to prioritize key Internet systems during downtime. Included with RocketFailover is iStatus, monitoring software that allows an insight view of businesses network, pinpointing any issues or concerns.

The Implementation

RocketFailover is known for being a very simple install, and the implementation into Partners In Care was no different. Fusion was installed at Partners In Care quickly and efficiently, ensuring that the care center never felt the effects of implementation and didn't disrupt their day-to-day business activity. Post-installation, the owners and staff of Partners In Care felt a bit of relief knowing their business and clients were protected.

The Results

One of the biggest values in the healthcare community is making sure your patients are seen, heard, and cared for to the highest level. As a result of RocketFailover Fusion, Partners In Care knew these values were being held due to staying online. Partners In Care no longer had to worry about going offline and losing revenue, patient care, or business. They said goodbye to Internet downtime!