



## SUCCESS STORY

### VOICE NETWORKING

## Saratoga Care

Saratoga Springs, NY

### The Challenge:

Saratoga Care, a regional health network anchored by Saratoga Hospital, was experiencing dramatic growth – but their voice network couldn't. The health care provider was unable to add even a single extension to their system for over a year. The challenge was to design and deploy a fully redundant, multi-site voice network capable of supporting more than 1,100 phones, which leveraged existing IP WAN links, guaranteed 100% uptime and 50% expansion capacity. And the cutover to the new system had to be accomplished in a 12-hour window.

### The Solution:

During the bidding process, TAG Solutions engineers noted that the hospital would exhaust their desired expansion capacity in fewer than 18 months. Drawing on over a decade of experience designing converged voice networks, TAG Solutions submitted an alternate proposal that surpassed their requirements – and allowed for 100% expansion with no additional capital outlay.

### The Return:

The voice network pays ongoing dividends to Saratoga Care. In addition to initial savings approaching \$70,000, the health care provider enjoys the ongoing benefits of centralizing its telephone services and integrating its voice and data networks. After extensive planning and preparation, TAG Solutions cutover the hospital's mission-critical telephones during a late-night, 30-second window – and had the entire network up and running in under four hours.

In the years following installation, Saratoga Care has flourished – and, just as designed, its voice network was able to support their growth. The benefits of trusting an experienced provider were clear – no growth-induced capital expenditures and not a single minute of downtime.