

Customer story

INDUSTRY:

HEALTHCARE



HIGHLIGHTS

Centralised Monitoring and remote support for resolving patients medical issues using Viva's Fully managed internet connectivity

CLIENT

A licensed healthcare service provider specialising in medical services to resolve patient medical issues through remote support & monitoring.

REQUIREMENT

The company provides advanced medical assisting services to hospitals and clinics worldwide.

- One of their life-saving exercises is to ensure that clinical trials for patients go as smoothly as possible, with advanced supervision from foreign medical experts to support patients in critical conditions.
- The company was looking for seamless and secure dual-band Connectivity because their location's internet is now dependent on multiple local Internet service providers.

CHALLENGE

Their primary objective was to improve patient care, and they have collaborated with over 100 hospitals and clinics in India, bringing a total of 500+ beds.

Each patient bed was linked to multiple camera angles with built-in audio infrastructure, medical equipment, and remote doctors who will support the in-house doctor during treatments via Tele and Video conferencing.

An internet outage was just out of the question during this critical situation.

[CLICK FOR PRODUCT INFO](#)

[MORE INFO](#)

SOLUTION

[Managed Internet Leased Lines]

To address this complex requirement and challenge, Viva provided an ideal solution for the client.

The proposed solution included the following components:

- Viva provided Managed Internet Connectivity with a Dual Band Internet Lease Line link that splits traffic into multiple paths to ensure the Link is continuously operational.
- A dual-band Internet connection was provided using the SMOAD Hydra device as a CPE, which also offered secure Link with Failover & Redundancy, Load Balancing & Sharing.

Additional services from the solution included:

- Centralised Monitoring System.
- Firewall & Content Filtering.
- Provisioning services with Zero Touch last mile.
- SLA-driven and 24-hour support.