

GATEWAY DIAGNOSTIC IMAGING

Gateway Diagnostic Imaging's Strategic
Edge with Vivant's Managed Network
Service

Customer Success Story

In the fast-evolving healthcare landscape, where precision and efficiency are paramount and every minute counts, Gateway Diagnostic Imaging found a powerful ally in Vivant's Managed Network Service.



BACKGROUND

GATEWAY DIAGNOSTIC IMAGING

Gateway Diagnostic Imaging offers a variety of medical imaging services at its 12 Texas locations. GDI provides access to advanced imaging services and expert reads from board-certified, subspecialized radiologists.

INDUSTRY: Healthcare

LOCATIONS: 12



Vivant is a leading national turnkey Managed Network solutions provider. We believe that a highly available and secured network is the backbone of any business. We have a relentless commitment to providing the very best services and solutions for our clients, so they can stay focused on running the business and what matters most.

BUSINESS CHALLENGES

Prior to Vivant's engagement, GDI struggled with the challenges of unreliable voice and internet services throughout their 12 locations and the need to interconnect GDI offices together seamlessly.

GDI wanted a Partner that understood the business, was easy to work with, provided the expertise needed and offered cost effective and turnkey solutions.

“Before Vivant's Managed Network Services, our team spent a substantial portion of our working hours dealing with multiple Telecommunication and Technology providers, addressing connectivity issues and handling support issues internally.”

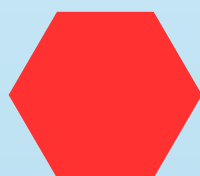
~ **COREY HOLTMAN**
Gateway Diagnostics
COO



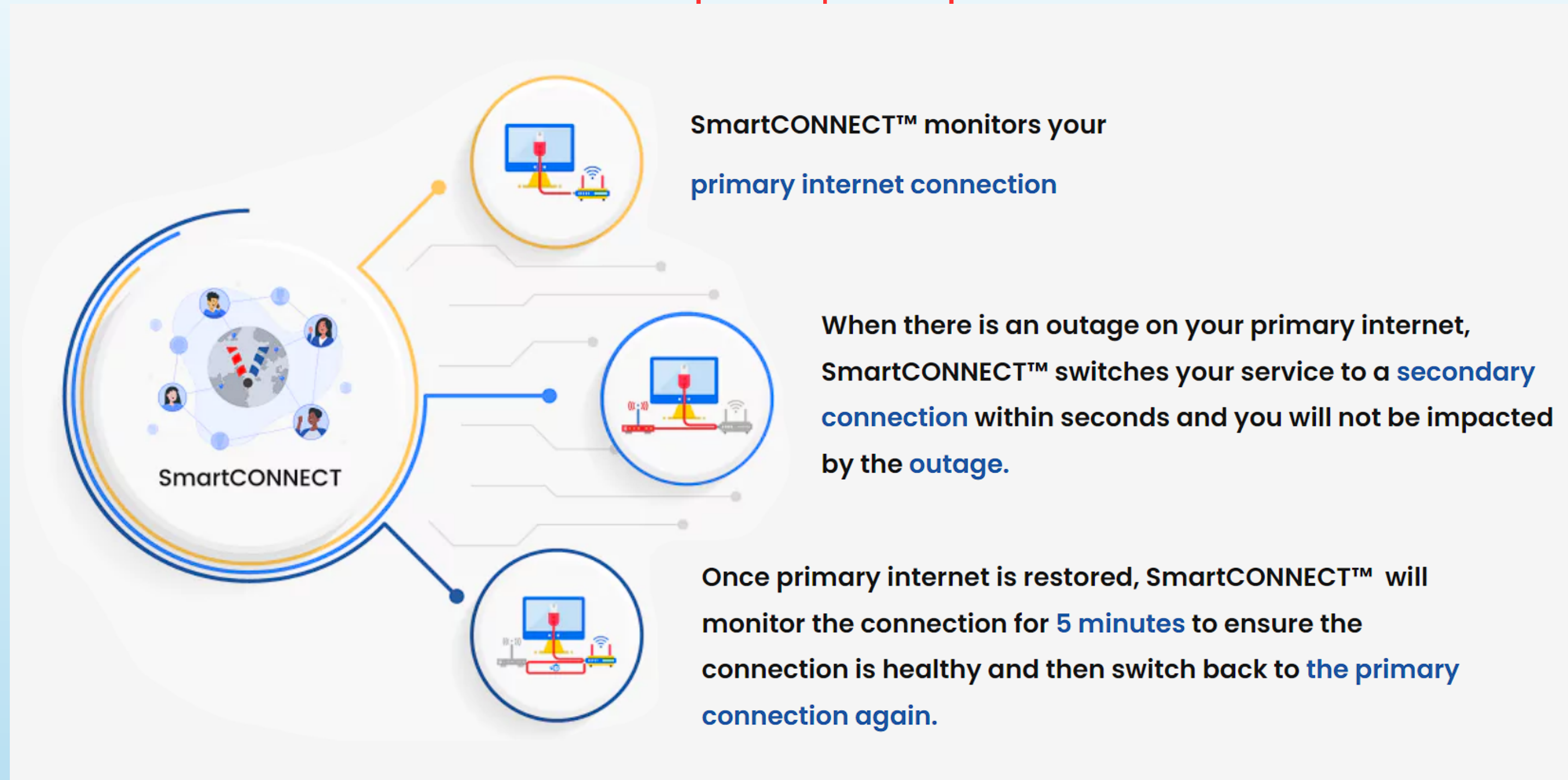
VIVANT'S SOLUTION

Vivant implemented a turnkey and customized approach.

- **Holistic Design Across Locations:** Standardizing equipment and policies for all branches.
- **Internet Service:** Installation of dedicated fiber access across all locations with one bill and one support team.
- **Turnkey Low Voltage Installation:** Installation of CAT wiring, TVs, Video Surveillance and IT Racks across all locations.
- **Multi-site Phone System:** Installation of a uniform phone system across all locations. Cross connecting all locations to allow for seamless transfer of calls among all branches.



How SmartCONNECT WORKS



THE RESULTS

The team at Vivant implemented a suite of Managed Services that addressed and enhanced GDI's communications and operational needs that saved the company money, while significantly improving phone system capabilities and performance, internet and data reliability and the customer experience.



Increased Productivity

- **Staff Effectiveness:** The advanced services deployed resulted in a reduction in labor and the ability to focus more resources on running the business and patient care.
- **Overall Time Efficiency:** Time, previously allocated to network and billing management, was redirected towards organizational growth and healthcare service improvement.



Financial Impact

Cost Reduction: Improve Internet and enhance Phone services, they saved 13.5% doing it!

COST SAVINGS
13.5% per month

THE RESULTS



Operational Efficiency

- **Interconnected Networks:** All locations were seamlessly interconnected, dissolving barriers and fostering a unified working environment while improving the employee and guest experience.
- **Centralized Billing:** A single invoice for the entire organization that's simple and easy to read.

GATEWAY
DIAGNOSTIC IMAGING

"We were impressed by how easy it was to work with Vivant. Their managed network service was reliable and convenient, and it helped us improve our productivity and efficiency."

We highly recommend Vivant to anyone looking for a professional and trustworthy network service provider."

~ COREY HOLTMAN
Gateway Diagnostics
COO

CONCLUSION

GDI's success with Vivant's Managed Network Service underscores the immense benefits of such collaborations in healthcare. This success story serves as a compelling argument for other healthcare entities to consider similar initiatives.

Final Thought

In the constantly evolving field of healthcare, the partnership between GDI and Vivant stands as a testament to the power of strategic collaboration, setting a precedent for the industry in achieving operational excellence and superior patient care.



GET IN TOUCH WITH US

We would love to share how we can help you business and help you tackle any pain points before they happen!

[Schedule-A-Demo here.](#)

Visit our website
VivantCorp.com

