Executive Summary

Industry

- Healthcare

Environment

- 1,300 staff
- 39 locations
- 21 counties
- 25,000+ patients served annually
- Over 600 clinicians operating in the field

Technology Needs

- Robust, reliable network infrastructure for connectivity across locations
- Continuous uptime to empower clinicians and enable telemedicine
- Complete visibility into the environment
- Ease of management via automation capabilities

Extreme Solution Components

- ExtremeMobility™
- ExtremeSwitching™
- Extreme Management Center™

Results

- 20+% increase in customer satisfaction
- 99.9% uptime
- Enhanced care through telemedicine
- Reestablished trust in IT
- Simplified management across locations
- More time for clinicians to practice

Bowen Center Revamps Network Infrastructure to Enable Next-Generation Patient Care

Bowen Center is a leading provider of mental healthcare in northern Indiana, servicing 21 counties with nearly 1,300 staff. Focused on serving the community's mental health and addiction needs, the Bowen Center is a patient-first organization who believes in a total care model that integrates mind, body, and spirit into treatment.

Remarkable efforts to digitally transform separate the Bowen Center from the average model for care delivery. While mental health services are the foundation for the organization, extending individualized care to patients using tools such as telemedicine and internal collaboration among clinicians demonstrate their commitment to putting patients first.

Clinicians across the Bowen network were struggling with several challenges, including slow interaction times on electronic medical record (EMR) systems, failing wireless connectivity and the inability to deliver telemedicine. Slow network performance was inhibiting clinician productivity at Bowen Center, so the organization selected Extreme Networks to overhaul its network infrastructure and ensure successful connectivity to support critical mental healthcare services.

Rapidly Growing Mental Health Organization Plagued by Network Latency

Bowen was growing quickly, but lacked the ability to scale network infrastructure at the same rate. Additionally, the organization was operating commercial-grade equipment that was causing extreme latency. Though they had access to 100 meg pipes, utilization was peaking at one third of capacity due to equipment and configuration limitations.

Furthermore, wireless issues were pervasive. "Wireless didn't work well in most locations," said Andrew Grimm, Vice President of Information Technology. "We had bottleneck and bandwidth issues and struggled to execute on a network diagnosis." The network was affecting medical personnel, too. Unplanned outages were impacting the EMR daily, causing clinicians to spend too much time on documentation. Inconsistent availability became a serious problem, inhibiting the organization's ability to deliver critical services to patients.

Increasing Customer Satisfaction and Laying the Foundation for Advanced Digital Initiatives

Bowen's IT team moved quickly to replace consumer-grade equipment with ExtremeMobility™ and ExtremeSwitching™ products from the Extreme Smart OmniEdge™ solution, meeting the immediate on-site needs for scalable bandwidth and functioning EMR systems.

As new deployments went live, Bowen used Extreme Management Center™ to identify and solve local issues. By automating simple tasks, Bowen transformed its network from a chokepoint of productivity to an intelligent utility that drives forward-looking initiatives.

The experience of using and communicating with IT was previously frustrating experience for personnel, but the team transformed into a trusted partner for the organization. "Extreme empowers us to provide network stability so medical personnel can deliver the quality, personalized clinical care our patients deserve," Grimm reflected.

Since the network implementation, customer service scores have increased from the low 7s to the mid-9s on a 10-point scale. Where there were rolling outages on a weekly basis previously, today the Bowen Center enjoys 99.9% uptime. The IT team has gained full visibility into applications used within the system for every location to prevent disruption.

Being a digital forward, innovation focused healthcare organization, the Bowen Center has also begun delivering telehealth services to communities they service with leading psychologists. "There's a major shortage of doctors right now. To overcome this problem, we use technology to connect doctors with patients, regardless of distance. Providing a quality telemedicine experience requires a reliable, secure solution. Extreme has done so much to ensure that happens, and they're changing lives because of it," said Paul Dausman, Network Engineer.

Bowen encourages clinicians to stay in touch via video throughout the day to make learning from one another easy. Medical personnel communicate constantly to ensure they're delivering the highest quality care. The network allows the team to carry a video signal with low latency, high throughput, and the crisp, clear experience clinicians and patients need from video conference.

"We had faith in Extreme Networks and it has proven to be a great investment. Bowen is realizing positive outcomes in network stability and performance that has taken us from trailing edge to the leading edge in a very short window of time" Grimm concluded.

> *"The role of IT is to provide network stability so our staff can deliver the best patient care. Extreme improved our environment, and now clinicians believe us when we say we care about making them as effective and efficient as possible."*
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> **Andrew Grimm, Vice President of Information Technology, Bowen Center**

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