# STRATOSPHERE NETWORKS

# HEALTH INSURANCE AGENCY IT SUPPORT CASE STUDY

## COMPANY BACKGROUND

The client is a health insurance agency based in the Midwest that delivers a range of family, group and individual offerings.

## BUSINESS CHALLENGE

The client sought us out because they wanted assistance with cloud migration and digital transformation. The organization has one site with 400 users and needed to comply with HIPAA and HITRUST.

## STRATOSPHERE NETWORKS SOLUTION

As part of our trusted advisor services, we researched, vetted and orchestrated the implementation of the following solutions to meet their business needs:

- ✦ Unified Communications
- ✦ Call Recording
- ✦ E-FAX
- ✦ Contact center
- ✦ Workforce Management
- ✦ SD-WAN
- ✦ Second internet connection

They will soon also have Disaster Recovery as a Service (DRaaS), Infrastructure as a Service (IaaS), and Desktop as a Service (DaaS).

## BENEFITS

It took us only a few meetings with our client to achieve all of this. If our client went directly to each of the suppliers, they would have dealt with more than 20 different sales people. That would have taken over 40 meetings. After all that, our client would still be missing the objective advisory services that we provided. As part of the advisory services, we provided information on not just the strengths but also the weaknesses of each solution. In addition, we orchestrated the suppliers into one total solution that optimized integrations and performance.