



CUSTOMER USE CASE:

WIRELESS WAN PROVIDES NETWORK DIVERSITY AND COST SAVINGS FOR FAILOVER AND BUSINESS CONTINUITY

Business Challenges

- Providing a reliable network for connecting critical systems across a widespread geography was key to the smooth running of operations.
- SERV Behavior Health System was looking to transition to cloud-based platforms which required the redundancy of its internet connections.
- Network diversity for failover was key in keeping critical systems connected to the cloud-based environment ensuring business continuity.

Globalgig Solution

Globalgig provided its Wireless WAN service to all SERV Behavioral Health System locations and the wireless routers are managed and monitored by the Globalgig Network Operations Center.

Key benefits:

- The Wireless WAN services delivered the network path diversity from the primary wireline circuits at each location.
- Financial savings from the lower cost of the wireless WAN services versus traditional wired failover connections.
- The organization uses the Globalgig's Orchestra Customer Portal to manage all the SIMs, devices, and data plans.

“Globalgig has met our expectations and performed successfully when we have experienced failover need.”

- Chief Operating Officer - SERV Behavioral Health System

A couple of lessons learned from implementing wireless WAN services for failover:

- 1) There was a concern regarding wireless usage costs during prolonged failover, but introducing policies regarding types of traffic allowed during a failover could mitigate higher usage scenarios.
- 2) Asset management data such as location and accounting information should be set up within the Orchestra Client Portal upfront to make auditing and expense allocation easier for financial reasons.



Behavioral Health System, Inc.

SERV Behavioral Health System, Inc. is a private, not-for-profit behavioral healthcare organization serving adults and children working to recover from a serious mental illness or cope with a developmental disability. Founded in 1974 by families and clinicians caring for adult family members with serious mental illness, SERV has grown to serve communities in Burlington, Hudson, Hunterdon, Mercer, Middlesex, Monmouth, Morris, Ocean, Passaic, Somerset, and Union Counties in New Jersey. SERV Behavioral Health System's mission is to provide compassionate care and personal empowerment, offering a full spectrum of recovery services that addresses children, youth, and adults living with chronic mental illness, substance use disorder, and intellectual and developmental disabilities.

The organization is focused on providing personal dignity and quality of care that are tailored to meet individual needs. It is the organization's goal to assist the consumers to live and work successfully in their communities. Housing and supportive services are integrated into a broad-based approach that addresses the most basic needs of each individual (food, shelter, clothing) while allowing them to safely adjust to living in the community and gradually building a more independent life.

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