

Consolidated Customer Success:



AMHC

CUSTOMER: Aroostock Mental Health Services, Inc.

LOCATION: Northern Maine

CONSOLIDATED SOLUTIONS:

- All seats with E-LAN, WAN, Ethernet Direct Internet Access (EDIA), SIP trunking, long-distance and toll-free calling
- Bandwidth increased by 4-5X across locations

RESULTS:

- Migration completed three months ahead of schedule
- Quadrupled the number of Zoom accounts with much crisper call and video quality
- Network utilization never exceeding 30 percent, despite increased demand
- Doubled bandwidth for less cost than the previous provider



Nonprofit **Boosts Bandwidth 5X** without Increasing Cost—Just in Time **for Telehealth**



Consolidated[®]
communications

CONNECTING **YOU** BETTER

5X Bandwidth Increase

In its more than 55-year history, Aroostook Mental Health Services, Inc. (AMHC) has perhaps never been as essential to the people of Northern Maine as it is now.

When COVID-19 hit, the demand for mental health services intensified. At the same time, the nonprofit had to deliver its services in an entirely different way – exclusively remotely.

Fortunately, AMHC was prepared with a newly upgraded network that ensured plenty of bandwidth at all locations.

“With COVID19 keeping individuals close to home, there was no better time for AMHC to up our game and be there to support clients who are in desperate need,” said Jason Cyr, IT Manager/Systems Analyst.

Seeking Alternatives

AMHC serves three Northern Maine communities with mental health, substance use, crisis, sexual assault and brain injury treatment and recovery needs. Programs include mobile crisis response and stabilization, outpatient and residential services, behavioral health, rehabilitation, peer support, supportive visitation, case management and educational services.

Each year, the nonprofit touches approximately 6,000 clients across 26 sites with more than 300 staff members.

With its former communications provider, at times latency made it difficult for staff to access electronic medical records, forcing them to go old-school with paper and pen documentation. Meanwhile, their voice communications suffered from poor audio quality. As a result, AMHC pursued alternatives to upgrade bandwidth without impacting their budget.

5X the Bandwidth, Completed Three Months Early

Cyr and the team turned to their trusted consultant, John Poulin of New England Telecom, who guided them to Consolidated Communications.

With Consolidated, AMHC would upgrade its complete communications infrastructure for less than the cost of its previous provider.

“With Consolidated, we increased our bandwidth for a lower rate and got five times the speed,” Cyr said. “And we built out our entire solution with one vendor.”

Prior to implementation, Consolidated engineers scoped out the needs for the majority of AMHC locations and then proceeded to roll out ELAN WAN, Ethernet Direct Internet Access (EDIA), SIP trunking, long-distance and toll-free calling. All sites, including remote locations, were upgraded with robust connections.

The Consolidated team completed the migration three months ahead of schedule, despite having to unexpectedly install interducts at some locations.

With the migration completed, all outpatient offices now had 50 Mbps connections – a five-fold increase. Residential facilities jumped to 20 Mbps. The central office, meanwhile, jumped from 100 Mbps to 200.

Up to the Task of Telehealth

The migration couldn't have come at a better time. The same month that Consolidated wrapped up, AMHC had to shift all services to telehealth due to COVID-19 stay-at-home orders. The increased capacity made all the difference in meeting the demands of telehealth.

“Without the additional bandwidth, we definitely would have had call quality issues, or challenges meeting with clients,” Cyr said.

As it was, the nonprofit had plenty of capacity to meet its needs:

- Quadruple the number of Zoom accounts with much crisper call and video quality than before
- Despite the increased demand, network utilization hasn't exceeded 30 percent
- In-patient residents can connect with family via Zoom, with uninterrupted audio and video
- AMHC doubled its bandwidth for less cost than with its previous provider
- The nonprofit reports responsive, attentive customer support when the need arises

“We're well-positioned from a data and voice standpoint,” Cyr says. “The upgraded bandwidth has proven to be well worth it not only for us, but for the customers we serve. It is during these difficult times where I have never felt so proud to be working for an agency that is able to be there to make a difference in our community. Having a strong partnership and business relationship is what it's all about.”

Ready to connect better?

Visit www.consolidated.com or call **844.968.7224**.



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—Jason Cyr, IT Manager/Systems Analyst, AMHC