



TriWest Healthcare Alliance Case Study

September 2020

Flexible Networking and Communications Solutions Enable Healthcare Provider Network to Adeptly Adjust to Growing Needs of Veterans

Since its founding in 1996, TriWest Healthcare Alliance has been “On a Mission to Serve®” United States veterans and the military community by providing access to quality healthcare provider networks. TriWest’s extensive provider network brings quality care closer to veterans’ homes, regardless of location. As a partner of the Department of Veterans Affairs (VA), TriWest also administers community health care programs such as the Patient-Centered Community Care Program (PC3) and was awarded by the VA the Community Care Network (CCN) in Region 4. This area includes 11 western states, including Arizona, Texas, and California.

Challenge

TriWest has experienced exponential growth over the past several years due to its success serving the veteran community in the western United States. As its geographic area of responsibility has grown, the company has brought on more healthcare partner providers and increased the number of veterans served. The growth exceeded their internal IT network and infrastructure capabilities, and their small but capable IT team needed additional resources to meet the demand.

TriWest identified that it needed to build a more flexible infrastructure that could grow while maintaining security and compliance with governmental and healthcare regulations. Secondly, the company needed to identify an effective Unified Communications solution that could extend across multiple call centers to support the increasing number of incoming calls. On top of that, the company wanted a local partner who could manage its new network and UC infrastructure enabling the TriWest IT team to focus on more strategic initiatives.

Driven to serve its veterans in the most advantageous way possible, TriWest reached out to several vendors to determine its best options while keeping a close eye on budget and not bogging down internal IT resources.

Solution

After an extensive vendor review, TriWest selected TBC Consulting (“TBC”) as its new network-transformation partner. TriWest executives were impressed with TBC’s partner mentality, a strong demonstration of high-level customer service and IT knowledge, understanding of the industry and compliance requirements, and services offered. It was also fortuitous that TBC’s headquarters are close to the company’s headquarters.



“TriWest has worked with a number of large IT providers with a national footprint and have found the TBC relationship to yield improved service, better solutions and sensible pricing. TBConsulting has consistently demonstrated being a true partner to TriWest.”
– (TriWest Executive)

In 2013, TBConsulting transitioned TriWest’s data center operations to a cloud-based infrastructure and stepped into direct network management. Remaining data center hardware and management including floor space, rack space, power, generators and carrier connectivity also became TBC’s responsibility. TriWest effectively handed over control of its telephony, network and systems to TBC to control expenses and work with a partner as dedicated as they are to their Mission to Serve.

Once the new scalable, highly available, and secure data center infrastructure was in place, TBC became the TriWest network manager. Today, ten TBC engineers work on-site at TriWest to actively oversee maintenance and operations of all areas supporting the client's processing, storage, and networking infrastructure requirements via the TBC Total Care solution. The engineers take care of a number of tasks and strategic initiatives like troubleshooting user issues, creating architecture designs, performing technology roadmap consultations, and managing security. TBC solutions have expanded since 2013 to include Network Total Care, Systems Total Care, Vulnerability Management and Security Monitoring. The team also rolled out VDI - Desktop as a Service to simplify maintenance and support of desktops. Data backup provides replication to ensure data is recoverable in the event of an outage.

TBC addressed the need for increased telephony capabilities as well, through a Unified Communications call center. To ensure all of its veterans could reach the company at any time day or night, even in periods of high call capacity, TriWest needed increased call center connectivity. At the time, it had a single call center with 250 users. After reviewing the company’s needs and growth plans, TBConsulting recommended a fully managed Unified Communications call center platform. Once TBC implemented the modern telephony platform, TriWest’s voice capabilities increased to 7000 users across 10+ locations and now supports data-driven call routing and analytics, call recording, and remote call center agents.

"TBConsulting has a willingness to do the right thing and responds quickly to challenges. The TBC team doesn't hesitate to step up when we faced a significant increase in network demand. I see them as a true partner." – (Ross Clement)

Results

TriWest experienced minimal impact on its business operations during TBConsulting's smooth service transitions. By reducing or eliminating capital expenditure on hardware and software, maintenance contracts, and repurposing IT staff, TriWest benefited from an overall cost reduction of 15-20%.

The new infrastructure achieved an increased level of stability and performance, which minimized maintenance costs with less hardware and more systems and virtual machines. With the mundane covered by TBC, the TriWest IT team focused their attention on critical tactical and strategic initiatives core to serving their veteran audience.



The proximity of TBConsulting headquarters to the TriWest corporate office is also an ongoing benefit. Centralized in the Phoenix area, TBC expert engineers can immediately respond to any issues in-person at the TriWest corporate office to ensure maximum performance, support, and uptime.

“At TriWest, we see TBConsulting as a long-term partner. They have grown with us, and serve as a knowledgeable and capable extension of our own IT team. Their culture and approach to business are the key attributes for a successful engagement.” – (Joe Oddo, CIO)

TBC continues to support TriWest with new initiatives and ongoing systems, network, telephony, cloud and data center infrastructure management.

TBC Solutions Utilized by TriWest

Unified Communications Call Center (UCaaS)

Systems Total Care

Network Total Care

Vulnerability Management

Security Monitoring

Desktop as a Service (DaaS)

Backup as a Service (BaaS)

Disaster Recovery as a Service (DRaaS)

TriWest Healthcare Alliance (www.triwest.com)

“We Are Committed to Serving Military and Veteran Communities. It’s Who We Are. It’s What We Do.”