HEALTH QUEST LINKS HUDSON VALLEY OPERATIONS WITH LIGHTOWER

ABOUT LIGHTOWER
Lightower Fiber Networks is the premier provider of all-fiber, high-performance networking solutions, delivered over our own network, enabling our award-winning customer support and service reliability. Lightower delivers customized solutions to thousands of customers in health care, financial services, media and content, cloud infrastructure, government, education, carriers, and other large enterprises. The Lightower Network extends across the Northeast, Mid-Atlantic, and Midwest, providing dense connectivity to commercial buildings, data centers, financial exchanges, telco hotels, media hubs, and other service locations.

Lightower is an experienced leader in our industry with over 25 years of delivering and maintaining mission-critical solutions for our customers. We are dedicated to a customer-first culture which is reflected in everything we do from solution design, to a dedicated account team, to customer care.

High bandwidth, protected, and secure wide area network supports operations for growing health care provider.

Health Quest is the Mid-Hudson Valley’s largest health care system providing the highest quality care across a broad spectrum of services. Offering the full range of hospital services, pre-hospital emergency care, home care and nursing home care, the Health Quest system provides immediate and caring service to the one million people who reside in the New York counties of Columbia, Dutchess, Ulster, Orange, Putnam and northern Westchester. Health Quest affiliates include Northern Dutchess Hospital in Rhinebeck, Putnam Hospital Center in Carmel and Vassar Brothers Medical Center in Poughkeepsie, administrative headquarters in LaGrangeville, as well as the Health Quest Medical Practice and Health Quest Immediate Care Center (Health Quicc).

THE CHALLENGE
Prior to 2005, when Health Quest had only one hospital, CTO/AVP Rob Gilliland set out to find a network partner that could help design and implement a private network flexible enough to support his organization’s anticipated growth. The new Health Quest network would need enough bandwidth to transport data-intensive image files from radiology, radiation-oncology, and cardiology, and it had to be secure and redundant in order to ensure system uptime and the persistent availability of individual patient electronic medical records (EMRs). Health Quest was looking for a partner with rich network capabilities and support personnel who also were insightful network architects.

THE SOLUTION
In 2005, Health Quest selected Lightower as its network partner because of its ability to deliver stable connections, diversity, redundancy, high bandwidth, and low latency, as well as its flexible approach to configuring network equipment.

Since Health Quest partnered with Lightower, they have grown from one hospital to a network of three major hospitals, three emergency out-patient facilities, numerous physicians offices and a corporate headquarters. As a result, the amount of data generated has grown exponentially. Lightower has supported Health Quest’s growth by helping to build out its network as new Health Quest sites opened up and more administrative people and departments moved to corporate headquarters.
“Lightower people are extremely knowledgeable. When we ask for different configurations, they have the staff to work with us and find the solution that fits our needs,” said Gilliland. “Lightower has helped structure our systems internally and on the network so that additional hospitals or physicians offices can easily be added.”

Today, Lightower supports Health Quest IT, clinical, and the electronic billing system for all its Hudson Valley facilities with a 14-node WAN (wide area network) that connects the three major Health Quest hospitals and affiliate locations. Lightower also provides Health Quest with two Internet connections: one at headquarters and the other at the Putnam Hospital disaster recovery (DR) site. The DR site also fully mirrors the data center at Health Quest headquarters. Twice a year, Health transmission. The Lightower WAN ensures that the Health Quest staff can access patient records 99.99% of the time.

“We brought each hospital on in stages starting with Vassar, then North Dutchess, and finally Putnam - as they were brought into the family,” says Health Quest’s Gilliland. “Lightower built a WAN for us on a redundant ring so if it breaks at one point, data simply migrates to another ring and continues on to its destination. They also were able to stretch the ring to our Putnam hospital and its disaster recovery facility, which ensures that Health Quest can be up and running quickly if it should ever need to.”

Health Quest continues to update and streamline its operations and recently consolidated both its data and voice on a single network. Since dropped packets can jeopardize the quality of a VoIP (voice over IP) service, Lightower’s dedicated, low latency network was a big plus in making this low cost service a high quality success. As Health Quest continues to evolve and grow, Lightower will ensure that its network does too.

**BENEFITS**

Health Quest CTO/AVP Rob Gilliland has been satisfied with the quality of both the Lightower Fiber Network as well as that of Lightower personnel.

“Our relationship with Lightower is a true partnership,” says Gilliland. “The size of the Lightower organization allows for a personal touch, and we know all the support staff by name. They also are very flexible in how they configure their equipment to meet our needs.”

Overall, the private WAN that Lightower built and manages for Health Quest consistently delivers:

- 14-node WAN with Building Access
- Network Diversity & Redundancy
- High Network Availability (> 99.99%)
- Integrated, Dedicated Internet Access
- Disaster Recovery Networking
- Low Latency, Dedicated Bandwidth