

Advance your digital health initiatives

Discover how Spectrum Enterprise technology solutions empower transformative, patient-centric care





Technology is transforming healthcare across the care continuum. As a result, hospital and health system IT leaders are being held accountable — perhaps more than ever before — for helping their organizations improve healthcare outcomes, enhance patient and clinician experiences, and lower costs.

Simplify technology management by consolidating your solutions and support with one, trusted provider.

To support an ever evolving technology-rich healthcare environment, hospitals and health systems need a highly-reliable, secure and dynamic digital health foundation. One that includes data, video, voice, managed services and access to cloud solutions that can enable exceptional patient experiences today and into the future.

Spectrum Enterprise offers a complete portfolio of connectivity solutions to simplify healthcare IT management and eliminate the need for a patchwork of providers. Our dedicated healthcare IT experts, exceptional network performance, end-to-end accountability and support has made Spectrum Enterprise the partner of choice for nearly 119,000 healthcare organizations nationwide.

In this guide, discover the vast technology solutions from Spectrum Enterprise and how they empower healthcare providers to deliver transformative, patient-centric care to help both the organization and its patients to thrive.

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Internet and networking services

Internet and networking services from Spectrum Enterprise help hospitals and health systems be efficient, grow with ease and provide the ideal platform to support ever-evolving application requirements. Spectrum Enterprise offers a wide range of contemporary connectivity products across a variety of technologies — fiber, wireless and coax. Whether a healthcare facility seeks secure, dependable, high performing Internet connectivity, an easier way to reliably connect locations, or expertise, service and support that simplify IT operations, Spectrum Enterprise can help. Our scalable Internet and networking services help lay the groundwork for the connectivity experiences that patients and providers demand.

Fiber Internet Access

Every second providers wait for files to upload, download and transfer is not only lost time, productivity and revenue, but it can have severe impacts on patient outcomes. Fiber Internet Access (FIA) from Spectrum Enterprise offers fast, reliable, symmetrical connectivity — ranging from 25 Mbps to 10 Gbps — to provide the ideal patient and provider Internet connectivity experience, while ensuring compatibility with HIPAA regulations. Our fiber network delivers reliable connectivity to hospitals in metropolitan or outlying areas. An industry-leading service level agreement (SLA) provides performance guarantees for service availability, low latency, jitter and packet loss.

DDoS Protection

Protect your network from malicious volumetric attacks with DDoS threat identification and mitigation. Comprehensive traffic evaluation uses advanced analytics to identify anomalies indicating an attack, specific to traffic flow at each client location. The solution quickly and automatically detects, redirects and mitigates malicious traffic minimizing the impacts of attacks.

Ethernet Services

Support vast amounts of digital health data with a low-latency, highly secured wide-area network (WAN) over the Spectrum Enterprise private fiber network. Ethernet Services from Spectrum Enterprise let health systems link locations, leverage bandwidth-intensive applications, connect to leading cloud service providers and fortify business continuity plans.

Whether its point-to-point, point-to-multipoint or multipoint-to-multipoint connections, Spectrum Enterprise helps healthcare facilities expand their networks quickly with flat-rate pricing and scalable bandwidth from 10 Mbps to 10 Gbps or faster. An Ethernet services portal empowers IT staff with network visibility, including real-time status updates and reporting capabilities.

Cloud Connect

A high-performing and secure private connection to leading cloud service providers enables hospitals and health systems to confidently execute their cloud strategies to improve services for patients, easily share information, realize operational efficiency and streamline costs. The Spectrum Enterprise Cloud Connect service supports hybrid cloud IT strategies, allowing for easy integration of public and private cloud environments into a hospital's private WAN. Accelerate cloud performance with fast, secure and dependable private connectivity to AWS and Microsoft Azure.



We are a proud recipient of the 2018 MEF Award for Enterprise Application of the Year in the Health category. The award recognizes the most innovative use of MEF 2.0 Carrier Ethernet services to meet requirements in healthcare and other industries.

Managed Network Services

The network solutions available to hospitals and health systems have evolved rapidly over the last decade. Healthcare providers no longer have to purchase and manage their own IT infrastructure. Instead, they can choose solutions that are fully owned, installed and managed by a service provider. Managed services from Spectrum Enterprise provides 24/7/365 monitoring and support and ensures clients have access to the latest equipment, software and upgrades. Our easy-to-use service portals provide insight into network activities and prepare IT leaders to make better informed decisions about future IT investments. With Managed Services from Spectrum Enterprise, eliminate the burden of day-to-day network administration and spend more time on meeting your mission to enhance patient experience and outcomes.

Managed SD-WAN

WANs in today's health systems are under pressure to accommodate a variety of initiatives including cloud computing, interoperability, telehealth video collaboration, big data, mergers and acquisitions and more. Hospitals and health systems must adapt their WANs to improve control, flexibility and insight, as well as reduce complexity and optimize bandwidth. Managed SD-WAN supports hospitals and health systems as they evolve their WANs. This completely managed solution streamlines the entire SD-WAN implementation — from solution design and white-glove installation to portal-based management and ongoing support. The technology provides consistent access to the resources required to run your organization.

Managed WiFi

Meet patient and clinician demand for a reliable connection to the Internet anywhere on the hospital campus. Managed WiFi from Spectrum Enterprise is a turnkey solution that includes design, installation, management and operation of wireless infrastructure, ensuring high-quality connectivity with no equipment to buy. Utilize system and device configurations to prioritize, modify and manage bandwidth allocations among user tiers so mission-critical WiFi-enabled devices get priority over lower priority traffic, such as video streaming in waiting areas. An administrative portal offers superior network visibility and data intelligence to understand WiFi usage and inform future planning.

Managed Router Service

Manage traffic flow and bandwidth utilization more efficiently across locations while ensuring performance and reliable connections with the Spectrum Enterprise Managed Router Service. This fully managed routing solution — from design and implementation to monitoring — gives healthcare IT leaders the ability to keep their network up to date and running smoothly.

Managed Security Service

Hospitals and health systems have a treasure trove of patient data for hackers to target. Keep networks secure with a HIPAA-compliant, reliable firewall that can identify and block suspicious activity from Internet threats. Intrusion detection and protection services help mitigate known risks and vulnerabilities. Automatic firewall software updates keep networks protected. And, virtual private network (VPN) capability enables users to securely connect to the health institution's network from anywhere.

13,020,821

Healthcare records exposed from data breaches in 2018 (double the number of records exposed in 2017)¹

\$28.7M

HIPAA breach fines in 2018²



What to look for in an enterprise TV provider

- Reliable, cost-effective service
- A wide variety of live and on-demand programming that includes preferred shows and movies
- Ability to cast from personal devices to in-room TVs
- Systems integration to enable interaction with facility services through the TV
- Consistent performance without weather-related disruptions
- Solutions that work with your existing infrastructure
- Solutions that are easy to manage and maintain
- 24/7/365 support
- Dedicated account executives and local technicians
- A commitment to the patient experience

TV solutions

TV solutions from Spectrum Enterprise offer a superior experience for both patients and hospitals. Give patients, families and visitors the channels they want to watch — and at a great value — with over 200 preferred core channels and a wide variety of premium packages. Spectrum Enterprise offers a choice of delivery platforms and a variety of features to accommodate a hospital's infrastructure, preferences and budget. Our highly-flexible HDTV solutions provide reliable performance and require less on-premises equipment to power, cool and maintain. Hospitals and health systems can be confident that with Spectrum Enterprise HDTV solutions patients will remain satisfied, engaged, informed and entertained — and as a result, may recover faster.

Set Back Box

Set Back Box TV for healthcare offers a homelike viewing experience that keeps patients comforted and entertained — and even integrates with most brands of pillow speakers. Offer patients a full portfolio of HD programming — access to over 200 HD channels; free, on-demand content with up to 40,000 shows and movies with the ability to pause, rewind and fast forward live TV; and an interactive program guide that provides a user-friendly experience. A customizable channel guide helps to reinforce hospital branding and optional channel insertion capabilities allows sharing of hospital-specific content. Set Back Box TV is scalable — add more packages and features as needed — and hospitals reduce capital investments since no costly head-end equipment or rack space is required.

Fiber Connect Plus

Fiber Connect Plus TV for healthcare provides comfort to patients, keeps visitors engaged and affords staff access to a broad range of programming options in the lobby, waiting area, common areas or patient rooms. With Fiber Connect Plus, deliver leading HDTV services and choose from over 200 channels in a wide variety of packages to meet any entertainment need. Ideal for locations with over 50 TVs, Fiber Connect Plus for healthcare delivers programming directly to TVs as a standalone service or works well with interactive patient systems.

Voice solutions

Communication between staff, providers, departments and patients is critical for efficient operations and the delivery of quality care. Dropped or missed calls, especially when relaying health information, can have a profound impact on patient outcomes. From premises-based phone systems to cloud-based voice and collaboration solutions, hospitals and health systems have many options for voice services. Spectrum Enterprise voice solutions offer a broad array of features and service options to connect staff, providers, patients and visitors simply, seamlessly and cost-effectively.

Enterprise Trunking

Organizations with on-premises private branch exchanges (PBX) and key systems need to access the public switched telephone network easily and cost-effectively. Enterprise Trunking from Spectrum Enterprise enables clear, reliable voice service that can adapt to shifting business needs. SIP and PRI trunk solutions are delivered over a private fiber network to ensure quality, reliability and security. Our Enterprise Trunking service offers superior value with unlimited local calling and a bundle of long-distance and inbound toll-free minutes. In addition, we can provide analog lines for connecting fax machines and point-of-sale terminals in cafeterias, which eliminates the need to bring in separate connectivity for existing analog devices and consolidates all voice communications needs under one service provider.

For hospitals or health systems with multiple locations, our solution can support centralizing PBXs, which helps lower costs and presents a uniform service across buildings (i.e., a single dial plan). We can also provide a single billing experience for hospitals with a network of buildings. Most importantly, we offer a variety of business continuity options (i.e., failover, trunk overflow, path redundancy) to make sure calls can always connect.



**2018 Unified Communications
Excellence Award from
Internet Telephony Magazine**

Unified Communications

Deliver better patient outcomes with always-on communications that keep teams connected and ready to collaborate anytime, anywhere across any device. Unified Communications from Spectrum Enterprise is a fully-managed, all-inclusive cloud-based solution that eliminates barriers between mobile and desktop environments. With features such as instant messaging and presence, video calling, voice mail notifications, desktop sharing and more, clinicians can collaborate effectively and stay in touch with individual care givers (e.g., physicians, nurses, lab, etc.). Improve front office productivity with call center capabilities that handle patient calls quickly and efficiently. Our solution also provides hospital phone administrators with management tools to easily control and modify end user capabilities. Experience reliable uptime from this fully managed service that is delivered and supported from end to end, with an SLA guaranteed from our network to IP phones. A geo-redundant architecture gives peace of mind that cloud-based services are always available to keep activities up and running.



What our clients say

Spectrum Enterprise partners with over 119,000 healthcare organizations nationwide to empower the delivery of transformative, patient-centric care. We are committed to ensuring an exceptional client experience. But don't just take our word for it. Read what our clients have to say:

“We cannot provide the level of care that we need for our patients without reliable platforms. And the infrastructure builds that we've done allow us to provide the level of service that's expected by our patients.”

Robert Hale, Manager, Infrastructure, Novant Health

Novant Health

The Novant Health network consists of more than 1,500 physicians and over 28,000 employees that provide care at nearly 600 locations. Novant Health turned to Spectrum Enterprise to tackle three challenges:

- Mitigate network outages and latency
- Rapidly integrate new locations into the network
- Maintain HIPAA compatibility and security requirements with vast amounts of data moving across the network

Spectrum Enterprise deployed a redundant, scalable network solution. The high-bandwidth network helps drive patient-centric healthcare and supports ongoing growth. [Read more](#)

“Callers’ medical and billing issues are now resolved in minutes vs. days, thanks to Hosted Voice call center tools.”

Bill Watson, CEO, Tomoka Eye Associates

Tomoka Eye Associates

Tomoka Eye Associates is a thriving ophthalmology practice with multiple offices and over 100,000 patients. It turned to Spectrum Enterprise to address these challenges:

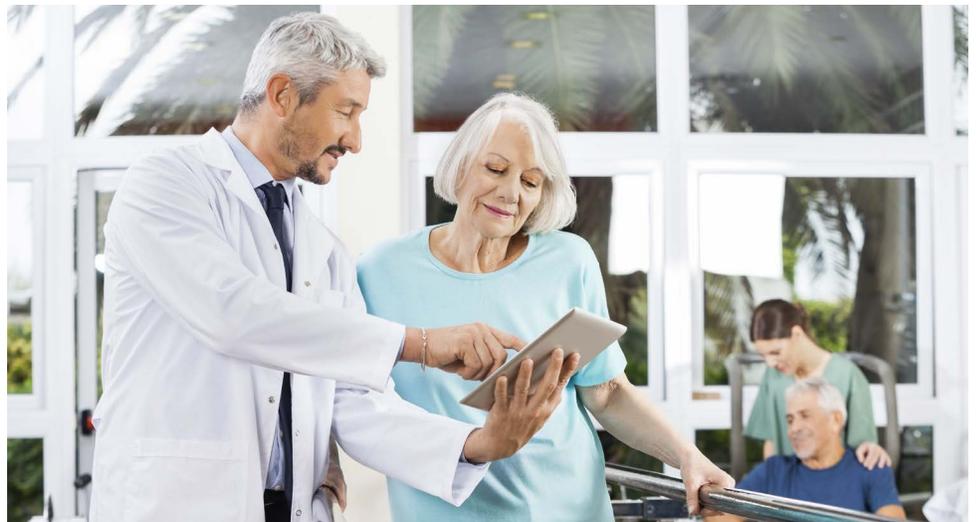
- Slow access to electronic patient records caused bottlenecks for patient treatment and billing
- Unreliable hosted VoIP service kept patients from reaching the call center
- Outdated call center management tools undercut the excellence of the staff

Spectrum Enterprise established an Ethernet Private LAN to link practice locations with each other and Fiber Internet Access to accelerate Web-based business processes. Our Hosted Voice service (now called Unified Communications) was also implemented at the call center to improve reliability and the staff’s responsiveness to patients. The results include better use of doctors’ time with patients and higher-quality care for patients; faster billing; a steep reduction in call center costs; and high satisfaction for patients, physicians and staff. [Read more](#)

Visit the [Spectrum Enterprise YouTube channel](#) to view client testimonials and product videos.

Read more client stories online, including:

- [Crystal Run Healthcare](#): Learn how an all-fiber Ethernet LAN is helping Crystal Run Healthcare achieve next-level care and growth.
- [Hospice Buffalo](#): Discover how HDTV and fiber network services help Hospice Buffalo make patients and families feel more at home.
- [San Antonio Kidney Disease Center](#): Read about how a dual-path Ethernet LAN gives the San Antonio Kidney Disease Center connectivity and control.





Choose the right partner

The selection of your service provider matters. Spectrum Enterprise is more than a technology vendor; we are a partner who is fully invested in your success.

For over a decade we have been providing reliable, flexible Internet and networking services, traditional TV and streaming video services, and premises-based or cloud-based voice and collaboration solutions to hospitals nationwide. Spectrum Enterprise meets hospital and health system connectivity and communication needs and ensures seamless implementation and exceptional support.

Service discounts are available

Spectrum Enterprise is a member of [MiCTA](#), the [California Teleconnect Fund](#) and a full-service provider with the [USAC Rural Health Care Program](#).

As digital health needs grow — with the introduction of new clinical systems, industry consolidation and advanced cybersecurity threats — only an award-winning provider of IT services like Spectrum Enterprise can ensure the scalability, stability and reliability healthcare facilities need. We have a wholly-owned, fiber network offering fast, reliable connections to support digital health initiatives, as well as meet patient and provider demands for high-quality, omnipresent connectivity across your healthcare campus.

We offer superior service, with local account teams and technicians, and 24/7/365 phone support, with calls answered in less than 30 seconds. Our industry-leading, end-to-end SLAs exceeds MEF specifications and we stand behind our responsive 4 hours to restore promise.

Delivering reliable, high-bandwidth connectivity is fundamental to ensuring effective patient care and efficient facility operations. Let's partner together to build and support the solutions you need to deliver transformative, patient-centric care.

Call 866-850-5136 to speak with a healthcare solutions expert.

1. <https://www.hipaajournal.com/largest-healthcare-data-breaches-of-2018/>.

2. <https://www.hipaajournal.com/summary-2018-hipaa-fines-and-settlements/>.

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions. Spectrum Enterprise's industry-leading team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. More information about Spectrum Enterprise can be found at enterprise.spectrum.com/healthcare.