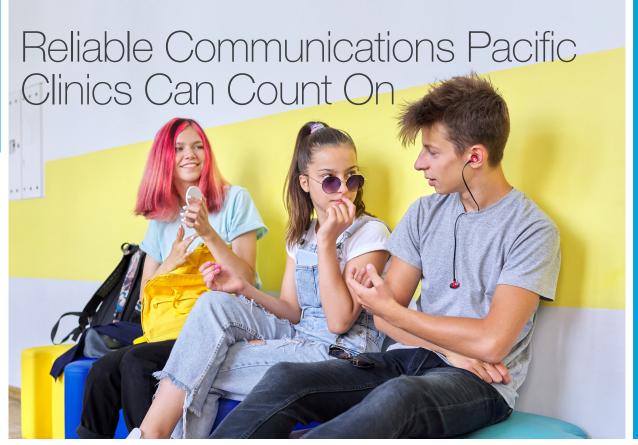# CASE STUDY

Reliable Communications Pacific Clinics Can Count On

A California behavioral services provider proves why the right unified communications partner is good through the years, no matter how much their industry changes

> " Working with TPx has improved our efficiency and boosted our productivity. Managed services provide us with worry-free services. We don't fret about failures or breakages, and we know we have a trusted team at TPx we can call with any questions."
>
> *Kelly Tu, Systems Administrator, Pacific Clinics*

TPX

Pacific Clinics traces its origins to 1867 when the Eastfield Home of Benevolence, then an orphanage, opened in San Jose, California. In the 15 decades since its founding, it's evolved to deliver the most visionary behavioral health services to California's children and their families. And over the past decade, TPx has worked hand-in-hand with Pacific Clinics to roll out a suite of technology solutions Today, Pacific Clinics provides services to more than 25,000 children and their families annually throughout 12 counties in California.

PROFILE

Pacific Clinics is California's largest community-based nonprofit provider of behavioral and mental health services and support with 31 locations.

CHALLENGE

Pacific Clinics' team of more than 2,100 members needed a single vendor to ensure it had the communication solutions required to maintain its high level of customer service and to be able to grow along with the organization.

SOLUTION

- UCx unified communications ushered Pacific through the pandemic with its agile calling and virtual meeting options
- UCx provided a HIPAA and PCI DAA compliant solution making it easier for Pacific to adhere to regulations and guidelines

BENEFITS

Working with TPx to deploy worry-free managed services, Pacific improved its efficiency and productivity and gained expert resources who are only a phone call away when needed.

RESULTS

For over two decades, Pacific Clinics and TPx have forged an enduring alliance, consistently delivering remarkable outcomes together.

The Challenge

The Pacific Clinics team knows a thing or two about change. Medical services have changed immensely in the more than 150 years since the organization began as an orphanage in San Jose, California. As its services expanded and its mission evolved, the Pacific Clinics team knew it needed to change its approach to technology. In 2012, it forged a partnership with TPx to ensure it had the solutions that would meet its needs as the organization continued to grow and evolve.

Over the past decade, TPx has worked hand-in-hand with Pacific Clinics to roll out a suite of technology solutions — UCx, SD-WAN, analog phone lines, virtual faxes and toll-free telephone numbers — it needs to serve its growing base of patients.

"We have around a 2,100-member team dedicated to offering hope and unlocking the full potential of all ages through a culturally responsive approach," said Kelly Tu, a Systems Administrator at Pacific Clinics.

Like many organizations, the Pacific Clinics team faced a multitude of challenges during the COVID-19 pandemic. They had to swiftly adapt to the new circumstances by implementing telehealth services, ensuring their physical locations adhered to the best CDC guidelines, and assembling care packages for their clients. The TPx team played a pivotal role in assisting them in overcoming these obstacles, offering their support and expertise throughout the process. Together, they navigated the difficulties presented by the pandemic, enabling Pacific Clinics to continue providing essential care to those in need.

The Technology

With UCx, a comprehensive unified communications solution, Pacific Clinics was able to better adapt to the new circumstances that the pandemic presented. As a cloud-based solution, employees are able to make and take calls from anywhere via a soft phone, desk phone, or mobile phone.

UCx features industry-leading audio quality and noise suppression technology, resulting in clearer conversations. Ultimately, the cloud-based solution enabled Pacific Clinics to be more agile with their calling and virtual meeting needs.

Since Pacific Clinics provides medical services, adhering to industry compliance standards is critical. UCx is a Health Insurance Portability and Accountability Act (HIPAA) and Payment Card Industry Data Security Standard (PCI DSS) compliant solution, making it easier for Pacific Clinics to adhere to regulations and guidelines.

The Result

By working with a single vendor for multiple IT services, TPx, the Pacific Clinics team benefits from easier vendor management. With the broad portfolio that TPx offers, Pacific Clinics can add additional services and benefit from seamless scalability as their IT needs evolve.

"TPx supports the technical side in the background and eliminates the obstacles so that our IT team is free to focus on projects that are a better use of their time to streamline existing processes," Tu said.

The single most significant benefit of its TPx partnership is its reliability and business continuity. Because of the nature of its offerings, the Pacific Clinics team needs maximum uptime, so it is available for those who rely on its services.

With TPx's cutting-edge SD-WAN capability combined with unified communications, the Pacific Clinics team can confidently rely on a robust and reliable network infrastructure to deliver always-on communications. This advanced technology ensures that downtime concerns are alleviated, allowing them to prioritize their core mission without worrying about service disruptions.

"Working with TPx has improved our efficiency and boosted our productivity," Tu added. "Managed services provide us with worry-free services. We don't have to worry about failures or breakages, and we know we have a trusted team in TPx we can call if we have any questions."

About TPx

TPx is a nationwide managed services provider (MSP) delivering cybersecurity, networks, business internet and cloud communications at scale. For more than two decades, TPx has helped customers across every business sector address the growing complexity of their IT environments. With a full suite of managed IT services, TPx is making IT more accessible for businesses coast to coast. For more, visit tpx.com or follow us on LinkedIn, Twitter, and Facebook.