

# Convenient MD: New England's Renowned Urgent Care Group Selects FirstLight for Internet, Cloud and Voice Services

## OPPORTUNITY

Based in locations throughout New England, **ConvenientMD Urgent Care** offers convenient access to high quality medical care at affordable rates, allowing patients to walk in, without making an appointment, from 8 AM to 8 PM, seven days a week. Patients are typically in and out of ConvenientMD in under one hour, thanks to the highly focused customer care, state-of-the-art medical equipment and full medical team on site. The medical team is ready and equipped to treat a broad range of injuries and illness.



With locations in Bedford, Concord, Dover, Exeter, Keene, Merrimack, Nashua, Portsmouth and Windham, New Hampshire; Portland and Westbrook, Maine; and several other locations opening throughout New England, ConvenientMD sought a communications provider that would provide Internet, cloud and voice services to ensure enhanced connectivity and improved data security across its locations. As an urgent care walk-in group, ConvenientMD sought to work with a fiber-based communications service provider that would offer speed, reliability and superior customer support.

## SOLUTION

The search for a fiber-based communications provider proved successful for ConvenientMD, after ultimately deciding on FirstLight, a leading provider of fiber-optic data, Internet, data center, cloud and voice services to enterprise and carrier customers throughout the Northeast, to fulfill its service requirements.

"To ensure our overall operations are running at peak performance for both our patients and employees, when it came to upgrading ConvenientMD's Internet, IT infrastructure, security and Voice over IP services, we took several factors, such as location and data centers, into consideration," commented George Murray, IT Manager for ConvenientMD.

## EXECUTIVE SUMMARY

### COMPANY:

- Convenient MD Urgent Care

### INDUSTRY:

- Healthcare

### LOCATION:

- New Hampshire and Maine

### CHALLENGE:

- ConvenientMD Urgent Care offers highly focused customer care, state-of-the-art medical equipment and a full on-site medical team
- With locations across New Hampshire and Maine and other locations opening throughout New England, Convenient MD required a communications provider to meet their diverse needs
- ConvenientMD required a fiber-based CSP to offer speed, reliability and customer support

### SOLUTION:

- FirstLight was selected as the communications service provider to fulfill the ConvenientMD service requirements
- Convenient MD considered several factors, including location and data centers, when deciding on how to best upgrade its Internet, IT, security and VOIP services
- FirstLight met the necessary requirements, is locally based, and has close proximity to all of the ConvenientMD locations

### RESULTS:

- ConvenientMD recognizes that FirstLight is highly regarded for its data, cloud and voice services delivered over its own fiber optic network, and the customer service has been exceptional
- FirstLight will continue to work with and support ConvenientMD as they continue to expand into additional locations across New England

FirstLight operates 12 data centers throughout the Northeast, housing mission critical applications and infrastructure. FirstLight's data centers and cloud computing solutions undergo rigorous SOC 2, Type 2 and HIPAA audits at least once per year, and are part of a HIPAA compliant solution for its healthcare customers. This, in addition to FirstLight's close proximity to ConvenientMD's several locations, helped solidify ConvenientMD's decision to choose the company.

"FirstLight easily met our requirements; the company is locally based, and we can easily get to FirstLight's data centers when needed. FirstLight is also highly regarded for its data, cloud and voice services delivered over its own fiber optic network, and the customer service has been exceptional," continued Murray.

FirstLight's 14,000-mile fiber optic network provides ultra-low latency private ethernet and Internet solutions with options for redundancy and diverse pathways and routing. The company's understanding of how critical it is for healthcare organizations to expect reliable uptime and bandwidth to support the pace of change in Health Information Technology (HIT), contributes to the strong working partnership between FirstLight and ConvenientMD.



"We are excited to have ConvenientMD onboard here at FirstLight and continue to provide high quality, fiber-based communication solutions that will not only meet their needs but also those of the thousands of patients who depend on ConvenientMD for health services."

## RESULTS

FirstLight continues to proudly serve ConvenientMD and many other leading healthcare facilities, knowing the importance of not only ensuring strong connectivity, but also addressing the need to provide cloud and security solutions that help address the unique compliance challenges that healthcare organizations continue to face.

"We are excited to have ConvenientMD onboard here at FirstLight and continue to provide high quality, fiber-based communication solutions that will not only meet their needs but also those of the thousands of patients who depend on ConvenientMD for health services," stated Patrick Coughlin, Executive Vice President & Chief Revenue Officer of FirstLight

As ConvenientMD opens additional locations throughout New England, it continues to expand its relationship with FirstLight.

## ABOUT FIRSTLIGHT

FirstLight provides a full complement of cost effective, high quality, scalable telecommunications services, including private line, high speed Internet access, data center, cloud, managed and voice services to retail and wholesale customers throughout the Northeast.