



# Overlake Medical Turns to Quest for Communications Upgrade

When Scott Waters became Director of Information Services at Overlake Medical Center in the Puget Sound region of Washington state, he quickly realized the 349-bed nonprofit medical center needed to upgrade its voice and wireless communications infrastructure.

"It was a major pain point," he explains. "Not only did we lack a Unified Communications strategy, we were operating with two aging phone systems consisting of a mix of digital and analog endpoints, limited features, zero high-availability or failover functionality, and no ability to scale."

## Beginning with unifying communications

Not surprisingly, Scott's first priority was to establish a Unified Communications (UC) strategy that integrated voice, video, instant messaging, and collaboration capabilities. Having worked with Quest in prior posts, he called on them again.

"In my opinion, Quest is the industry leader in the partner environment," he says.

Quest began with a deep-dive evaluation of Overlake's current infrastructure. This produced a proposal for a future-state architecture that provides a single system to serve as the foundation for a UC platform.

Scott's team at Overlake worked with Quest on tinkering with the plan; a timetable for migration was finalized and work began.

## Boosting wireless capabilities

Meanwhile, Scott knew Overlake's wireless infrastructure also needed urgent attention.

"We had too many dead spots, too much interference, and we lacked the capacity needed to support onboarding all the point-of-care devices proliferating across our facilities," Scott notes.

What's more, Scott had to prepare for the medical center's rollout of a secure communications platform that will add some 550 iOS devices to its wireless environment, pushing capacity beyond Overlake's existing support capabilities.

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## THE BOTTOM LINE

Scott Waters, Director of Information Services at Overlake Medical Center in Washington, turned to Quest for a major upgrade of its voice and wireless communications infrastructure.

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FROM TIM BURKE...

## Consider This about Unified Communications

Bringing integration and efficiency to your organization's communications technologies? I recommend you keep these matters front-of-mind:

**Your budget, your legacy.** Older communications installations may not do well in Unified Communications (UC) architectures — so do you attempt to bring along what you already have or replace it?

This decision impacts your network. If you haven't been keeping up with users' demands for connectivity, a successful UC deployment may require more capacity than you currently possess.

**The temptations of bling.** What UC features and functions does your staff really require? The buzz about must-haves from vendors and tech media may be about what vendors can deliver rather than what, realistically, you can or should implement.

**Excitement — or dread?** How will your staff respond to the ways new UC technology changes their jobs?

Depending on the nature of the work and those doing it, sometimes new capabilities — video conferencing features, for instance — are best introduced gradually, in parallel with current capabilities, so staff can transition at a pace that doesn't disrupt their productivity.

As you make your UC decisions, don't hesitate to turn to a reliable UC technology consultant that can help you choose the capabilities your business needs and configure them in ways that benefit you best — whether in your data center, co-located, as a cloud/managed service, or some efficiency-customized hybrid solution.



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### Communications upgrade (*Cont. from p. 1*)

"Everything in hospitals now requires wireless connectivity," he points out. "We knew we needed to do a refresh on our infrastructure. But we also looked at it as an opportunity to build a wireless network able to support all of Overlake's plans for the next three to five years."

Once again, Scott chose Quest, which ultimately partnered with Overlake on a wireless infrastructure project that will replace the existing 250 access points throughout the facility's campus and then add 300 more.

"Once it's completed," Scott reports, "we'll have more density, enhanced security, and a much-improved user experience."



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### Needed: technology partner with breadth + flexibility

When asked why he chose Quest as a technology partner, Scott offered a number of reasons, from the technical acumen of Quest's professionals to the breadth of its offerings, its responsiveness, and its flexible approach.

"Flexibility is very important," he says. "Healthcare is a dynamic industry, always evolving and always being impacted by outside forces. You have to be able to react quickly to a regulatory change. I can't tell you the number of times I've called our Quest account manager, Sean Daniel, with a need to get something complicated done quickly. Quest is there ninety-nine percent of the time. It's impressive."

In addition to the wireless and voice projects, Overlake has enlisted Quest's expertise on a security risk evaluation that includes a business continuity/disaster recovery assessment, which Scott wholeheartedly recommends to colleagues.

### Yes, it really is about the relationship

Yet what really sets Quest apart is the relationship.

"More than any other vendor I've worked with," Scott says, "Quest appreciates the importance of relationship-building. They invest their time into learning about your industry, your organization. They know the value-add this can bring to a customer solution."

Scott adds, "Actually, it surprises me that other vendors don't practice this as a core business value, but, in my experience, Quest is the exception."

# Quest's Unified Communications Services: Overcoming that Failure to Communicate

*In today's hyperconnected world, there's never been a greater need for technology solutions that integrate the various ways we communicate — voice, video, instant messaging, email, file sharing, conferencing, collaboration, even social media.*

Such Unified Communications (UC) offerings take several forms, having emerged out of the shift from legacy analog telephone systems to Voice-over-Internet-Protocol (VoIP), then the incorporation of wireless communications, and now cloud-based UC service options.

## Meeting your UC needs

Quest is prepared to meet customers' UC requirements from start to finish.

**VoIP.** Quest's extensive experience deploying and supporting secure VoIP installations and managed services means you get guidance through

common pitfalls, ensuring faster implementation, lower costs, and fewer problems.

Quest begins with a VoIP Assessment that examines your hardware, workloads, fault tolerance capabilities, inbound and outbound communications, and PBX functionalities (e.g., conferencing, transferring, emergency, hold), then determines need for any additional functionalities and/or integrations.

**Wireless Services, Design, and Implementation.** As a managed service or in-house solution, Quest provides the wireless capabilities you require, including a complete wireless assessment conducted by a certified wireless engineer, and the security so crucial to your wireless environment.

**Managed Messaging Services.** Quest can customize email solutions to ease deploying new updates, managing migrations to new platforms, and staying secure and protected while also mitigating your operating costs.

## HD Video Conferencing as a Service.

Quest's simple-to-use, dynamically scalable HD multipoint conferencing services span desktop, room systems, immersive telepresence environments, and mobile devices, including iOS, Android, and Windows.

**Professional Services.** Quest's end-to-end networking solutions include assessment, design, installation, deployment, and maintenance of UC infrastructures. Quest can help you obtain optimal performance from existing infrastructure as well as prepare it to support future business objectives.

## UC customized to your specs

Quest can customize state-of-the-art Unified Communications technologies into the UC environment your enterprise needs — whether it's entirely on-premises and owned/managed by you, or on your premises and managed by Quest, or delivered as a service from Quest's global network of service delivery centers, or some hybrid combination.

## DID-YOU-KNOW?

### The Zettabyte Era Has Arrived \*

By year-end, global IP traffic will top the zettabyte threshold — that's one trillion gigabytes. A majority of that is mobile data traffic, which is increasing at more than 50% a year.

This revolution in hyperconnectivity impacts enterprises in several ways, notably via location-based services, which grew 32% between 2014 and 2015, and in desktop video conferencing, which grew 25% over the same timeframe as it replaces more and more room-based conferencing.

In four years' time, 2020, the global business Internet population will hit 2.2 billion while the number of business mobile users will stand at 577 million.

Through these four years, desktop/personal video conferencing is expected to be the world's fastest-growing business service, increasing at a Compound Annual Growth Rate (CAGR) of 21%.

Following close behind are business mobile location-based services, growing at 18% CAGR through 2020, when more than 40% of the world's enterprises will use them.

Other types of enterprise communications will be growing, too, though not as dramatically, and by 2020, more than 60% of enterprises worldwide will field mobile email and about 90% will have shared messaging services.

\* Cisco, *The Zettabyte Era: Trends and Analysis*, July 2016, <http://www.cisco.com/c/en/us/solutions/collateral/service-provider/visual-networking-index-vni/vni-hyperconnectivity-wp.html>

## What's New...

# Quest Wins 2016 CRN Triple Crown Award



**For the third year in a row, Quest has won CRN®'s esteemed Triple Crown Award, an honor bestowed upon only 48 North American solution providers that have delivered the revenue, growth, and technical expertise necessary to be recognized on three of CRN's pre-eminent solution provider lists.**

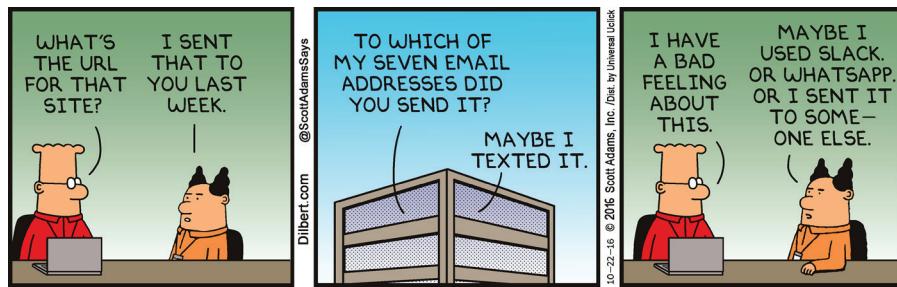
Each year, The Channel Company's CRN assembles lists and rankings to recognize those solution providers setting the bar in the IT industry.

"The solution provider organizations receiving CRN's 2016 Triple Crown Award have risen to the top of their class in not one or two, but three major categories: they are channel leaders in certification, revenue, and growth," notes Robert Faletra, CEO of The Channel Company. "We commend the extraordinary series of achievements that earned each of them a spot on CRN's premier solution provider lists and look forward to their continued innovation and leadership."

The three CRN top provider lists include:

- **The Tech Elite 250**, which recognizes solution providers that have invested in and received the highest-level certifications from leading vendors;
- **The Solution Provider 500**, which lists the largest solution providers in North America by revenue; and
- **The Fast Growth 150**, which ranks the fastest-growing solution providers — those which have recorded double or triple-digit growth.

"We're honored to be selected for the CRN 2016 Triple Crown Award," says Quest President and CEO Tim Burke. "The continuing and often urgent needs of our customers drive us to resolve their issues and help them succeed. To accomplish that, we make sure our teams are expertly trained and dedicated to exceed customer expectations across the IT services spectrum."



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