

“We chose New Edge’s managed solution because of their ability to reach all our locations, competitive pricing, and exceptional account management.”

MULLINS LABORATORY

JOSEPH MANN
MANAGER OF IT **MULLINS LABORATORY**

Mullins Laboratory is a full-service, family-owned laboratory that serves doctors’ offices and hospitals in the Southeastern United States. With five remote locations, they wanted to replace their dial-up solution with broadband to power new record management software and increase the efficiency of lab service ordering.



Why a Broadband Network?

Always-on e-mail and private instant messaging

Savings on long-distance charges and phone line costs

Online lab service ordering and test results verification

What were the challenges with dial up?

Mullins Labs had a dial-up connection linking each of their five patient service centers to their headquarters in Augusta, Georgia. Although it performed slowly, this solution initially served their needs. However, dialup didn’t offer the bandwidth necessary for supporting Oracle database programs and real-time data exchange—two things the company wanted to achieve with a network upgrade.

What is the New Edge Networks solution?

New Edge installed a Managed VPN (Virtual Private Network) utilizing Frame Relay and T1 services for Mullins Labs, which enabled the implementation of a new Oracle database system. Their fully managed network solution frees them from having to worry about network monitoring and troubleshooting, and saves IT costs and resources. Proactive fault notification often alerts the IT Manager of a problem — and sometimes a resolution — before he’s even aware of it. Mullins Labs also gained network flexibility to accommodate business growth and future systems upgrades.

What are the results?

The new Oracle system Mullins Labs implemented allows their customers to order lab services and view test results online. Documents and digital images are scanned and archived at an off-site location, resulting in a paperless management system with electronic patient records. Mullins Labs is also running always-on e-mail and Internet access on their network; and private instant messaging, which enables secure, real-time communication among remote sites. The company has also implemented Voice over IP at all locations, which has saved them 35 percent annually in long-distance costs.

What are Mullins Laboratory plans for the future?

The company is considering adding new applications to their private broadband network, including advanced reporting applications and business intelligence tools. Mullins Labs also plans to add two patient service centers to the network in the future.

www.newedgenetworks.com/solutions/healthcare



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CURRENT AND FUTURE APPLICATIONS

“With Managed Network Services, we have total peace of mind knowing that New Edge is monitoring our network 24x7.”

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Oracle Database System



Voice over IP



E-mail/Internet Access



Lab Service Ordering



Test Results Verification



Private Instant Messaging



Electronic Patient Records



Business Intelligence Tools

Benefits

More efficient operations saves time and allows for growth

Bandwidth to add low-latency Oracle applications

Improved communication between headquarters and remote service centers

Long-distance cost reduction of 35% with Voice over IP

Customers can conveniently order lab services and view results online

