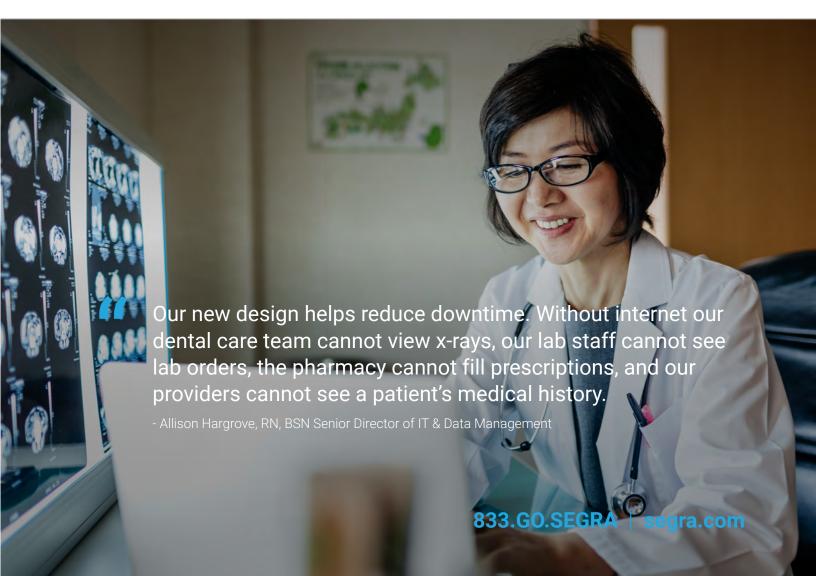# SEGRA®

CommWell Health

CommWell Health is a not-for-profit 501(c)(3) Federally Qualified Health Center (FQHC) first established in 1977 to provide culturally and linguistically appropriate primary medical care to agricultural workers living in Johnston, Sampson and Harnett counties of south-central North Carolina. Today, CommWell Health continues to provide the services that originally motivated its establishment along with new programs and services focusing on holistic, patient-centered community health care in 16 practice locations in six counties of southeastern North Carolina.

> "Our new design helps reduce downtime. Without internet our dental care team cannot view x-rays, our lab staff cannot see lab orders, the pharmacy cannot fill prescriptions, and our providers cannot see a patient's medical history.

\- Allison Hargrove, RN, BSN Senior Director of IT & Data Management

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As a Federally Qualified Community Health Center (FQHC), CommWell Health offers services to meet the health care needs of the communities served. As a comprehensive primary medical, dental and behavioral health provider, CommWell Health relies on state-of-the-art electronic health records and clinical care technologies to deliver high quality integrated care. As a rural provider, many patients rely on CommWell Health as their sole source of primary care.   CommWell Health's care systems must be highly reliable to ensure patients receive the most current treatments and education to live healthy, happy lives.

When CommWell Health first connected with Segra they were looking for a single provider that could provide them stable and consistent connectivity to all of their 16 physical locations. Based on their large service area they were working with three separate providers with three different contracts, invoices and customer service teams.

Because of Segra's expansive fiber footprint, we were able to provide them a solution that served all their locations, consolidating their providers down to just Segra. Segra's engineering team met and worked directly with CommWell Health to help design their network building in redundancies in the event of an outage; including implementing an LTE Backup solution that leverages cellular connection.

> **"**
> Prior to Segra, if one of our locations went down, all of our locations went down. Now if a center has an outage, it is isolated to that physical location while other centers can continue to work
>
> - **Marc Powers, Director of Information Technology**

CommWell Health, like many of Segra's customers, has a smaller IT staff, Segra was able to provide them with Managed Firewall and Managed Router solutions freeing up IT resources, allowing them to have a fixed monthly expense and eliminate the need to have to plan for equipment replacement and costs. Not only did the managed solutions add value to their IT Staff, but they were also more cost-effective than purchasing their own firewall and maintaining their own router equipment.

Segra takes the success of our customers personally. We truly believe in giving our customers the Freedom to Grow. Our team works alongside our customer's teams to create solutions that are unique to the business needs and that help our customers achieve their goals.

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