

CASE STUDY • HEALTHCARE

Multi-Site Healthcare Provider Replaces Failing IT Partner, Modernizes Infrastructure, and Grows with Xobee

A 150-employee community health organization operating multiple clinic locations across Central California needed a new IT partner, fast. Their incumbent vendor had stopped keeping pace. Xobee came in, assumed full IT ownership, replaced every device across every site in a single weekend, and never disrupted a patient appointment. Ten years later, the relationship keeps growing.

AT A GLANCE

Industry	Healthcare
Headquarters	Central California
Employees	150+
Locations	Multiple clinic sites
Xobee Service	Managed IT, Hardware-as-a-Service, Hosted VoIP
Customer Since	10+ Years

10+

Years as a Xobee customer

4

Locations

150+

Employees

THE CHALLENGE

This regional healthcare organization had spent years building out a network of clinics across Central California. As patient volume grew and operations scaled across multiple locations, so did the complexity of managing technology across all of them.

The incumbent IT provider was no longer up to the task. Critical line-of-business applications, the tools clinical staff use to schedule appointments, access patient records, and coordinate care between sites, were not being supported adequately. Response times were slow, issues went unresolved, and leadership had grown increasingly concerned about what a major failure would mean for patient safety and operations.

The situation required more than a vendor swap. The organization needed a partner capable of assuming complete IT ownership across every site, modernizing infrastructure that had been allowed to age past reasonable lifecycle standards, and doing all of it without interrupting clinical operations.

What they needed:

A single partner to own all IT functions across multiple locations. A complete hardware refresh on a managed, predictable cost model. A provider who understood the stakes in a healthcare environment and could execute without risk to patients.

THE SOLUTION

Xobee was selected as the new IT partner and moved quickly. The priority was a complete Hardware-as-a-Service infrastructure refresh across every clinic location. Every workstation, server, and network device was evaluated, replaced where needed, and configured to Xobee's standards. It was one of the largest HaaS deployments in Xobee's history.

The cutover was planned for a single weekend. Xobee's team worked through both days to ensure that when clinical staff arrived Monday morning, everything was operational. No appointments were rescheduled. No patient records were inaccessible. No disruption reached the exam room.

"Xobee came in, took ownership, and got it done over a weekend. We didn't miss a beat."

— IT Decision-Maker, Regional Healthcare Organization

Expanding the Relationship: Hosted VoIP

Once the infrastructure foundation was in place, Xobee identified an opportunity to further simplify the organization's technology environment. The health centers were managing a separate vendor relationship for their phone systems, adding complexity and cost with no obvious benefit.

Xobee cross-sold a hosted VoIP platform across the organization: 170 seats on a 24-month managed agreement. The solution runs over the internet, is not tied to any single physical location, and is managed entirely through Xobee. One partner, one invoice, one point of contact for everything IT.

THE RESULTS

- ✓ **Zero patient disruption during a full infrastructure overhaul**
Hardware across every clinic location was replaced and reconfigured during a single weekend cutover. Clinical operations resumed Monday morning without a single missed appointment or access issue.
- ✓ **Voice and IT consolidated under a single managed relationship**
A 170-seat, 24-month Xobee Voice agreement eliminated a separate communications vendor, reduced administrative overhead, and brought the full technology stack under one accountable partner.
- ✓ **A decade-long partnership built on execution**
More than 10 years as a Xobee customer. What began as an urgent rescue engagement became a long-term relationship, expanding in scope and value year after year.

WHY XOBEE

Healthcare organizations do not have room for IT disruptions. Patient care depends on systems being available, staff being supported, and problems being solved before they become crises. That is the standard this organization needed when they made the switch to Xobee, and it is the standard Xobee has met every year since.

The initial engagement required speed, precision, and the ability to execute a major infrastructure overhaul without touching patient operations. Xobee delivered. That first deployment set the tone for a relationship that has expanded steadily as the organization has grown.

Managed IT, hardware refresh, and hosted VoIP under one agreement gives this organization fewer vendors to manage, cleaner accountability when something needs attention, and a local partner who understands their environment and has proven they can operate at the pace healthcare demands.

Ready to modernize your IT infrastructure?

Talk to a Xobee expert today! xobee.com