



Care Connected

Lessons from healthcare leaders who turned tech pain into clinical gain.

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Editor's Note

Hospital and clinic CIOs head into the back-half of 2025 with two non-negotiables: stop the cyber bleeding and re-invent the patient experience. The numbers are hard to ignore—**HHS opened 307 breach investigations in the first six months of this year alone, pacing well ahead of 2024's total of 385** ([wsj.com](https://www.wsj.com)). At the same time, a Deloitte survey of health-system tech leaders ranks **generative AI-powered workflows, virtual care, and zero-trust security as the top digital priorities for 2025** (beckershospitalreview.com).

The stories in this issue show what progress looks like on the ground:

- **Sutter Health** unified **5,500 agents and 200+ call flows** on Genesys Cloud, giving every patient a single, data-rich front door to care.
- **Artesia General Hospital** migrated an entire data center with only **30 minutes of planned downtime**, despite supply-chain delays and rural constraints.
- **Indiana Spine Group** kept **650 direct numbers**—and its white-glove scheduling culture—alive while moving to Avaya IP Office.
- **Brewster Place** replaced decade-old firewalls and switches with a Cisco Meraki stack, gaining single-pane visibility and HIPAA-ready security that a three-person IT team can run.

Together, these cases prove that even under tightening margins and rising threat levels, modernizing infrastructure, voice, and contact-center platforms can deliver the dual win of stronger security and better bedside (or website) service. I hope the next pages spark ideas you can bring to your own board meeting—before the next breach headline or patient-experience survey lands on your desk.

– **Robert Redd, Editor, C1 Insights**

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Impact Snapshot



Sutter Health – 28 acute-care hospitals, 300+ clinics, 5,500 agents – now runs a single Genesys Cloud front door across **400+ locations**, with **70% of appointment-scheduling calls** routed on first touch.



Artesia General Hospital – 25 beds, 16 rural clinics – executed a full data-center cut-over with **zero disruption** for Phase 1 and just **30 minutes of downtime** for Phase 2—beating the two-hour window promised to the board.



Indiana Spine Group keeps its concierge vibe alive across **20+ sites** and **650 direct numbers (DIDs)** thanks to a flexible Avaya IP Office upgrade that accommodates the unique needs of each physician and location, ensuring personalized and efficient communication.



Brewster Place replaced decade-old firewalls, switches, and APs with a Meraki stack that gives a three-person IT team **single-pane visibility and proactive threat blocking**.

"C1 became an extension of our team, empowering us to deliver better care."

– **Rebecca Parson, Director of Infrastructure, Sutter Health**

"We were able to do the migration in the middle of the day with zero disruption."

– **Eric Jimenez, CIO, Artesia General Hospital**

"C1's support has been invaluable, especially when dealing with deep technical aspects and new features."

– **Jeff Yancey, CIO, Indiana Spine Group**

"We now have visibility and control we never had before... We can see and block incoming threats and have detailed reporting to understand and mitigate risks."

– **James Powell, IT Director, Brewster Place**

Bottom line: From zero-downtime data-center moves to cloud-first contact centers and HIPAA-ready networks, these organizations prove that smart modernization delivers real-world gains—stronger security, lower risk, and patient experiences that feel as seamless as the care behind them.

5,500 Agents, 200+ Call Flows, One Seamless Conversation: How Sutter Health Put Patients on Speed Dial

Sutter Health has always been big—**28 acute-care facilities, 300+ clinics, ambulatory surgery centers and urgent-care centers, and 5,500 contact-center agents spread across nine states**—but its patient-scheduling experience felt anything but integrated. When the not-for-profit system decided to leave its highly customized on-prem Genesys PureConnect platform, the initial cloud-migration plan “didn’t fully align with Sutter’s unique needs.” Rigid processes, **200+ intricate call flows** and thousands of remote agents made it clear the organization needed more than a lift-and-shift.

That’s when the team called C1. “C1 became an extension of our team, empowering us to deliver better care.” Director of Infrastructure **Rebecca Parson** credits C1’s on-site discovery sessions and patient-first mindset for turning a rocky transition into a collaborative sprint. As she puts it, “**C1 bent over backward to ensure they truly understood our business.** The depth of their on-site discovery and strategy reassured us we were in the right hands.”



A Consultative Cloud Game Plan

Instead of forcing canned templates, C1 embedded engineers alongside Sutter’s own experts to recast every workflow—appointment scheduling, billing questions, even 24/7 nurse advice lines—inside **Genesys Cloud**. The joint team:

- Migrated **3,900 users** with minimal downtime,
- Consolidated **200+ call flows** into a single, patient-centric framework, and
- Introduced outbound tools for mental-health hotlines and patient-transfer centers.

The result? A **standardized technology stack across 400+ locations** that gives every caller the same “right person, first time” experience—whether they need a pediatric check-up or a specialist referral.



Measurable Wins, Zero Noise

By the numbers, the shift is already paying dividends:

- **Agents now handle 70 percent of appointment-scheduling calls** with streamlined routing that surfaces the correct clinic and time slot instantly.
- The migration “removed operational noise,” freeing Parson’s group to tackle **200 other active projects** critical to clinical operations.
- The new cloud foundation positions Sutter for next-level innovations like voice biometrics and data-lake analytics—without another forklift upgrade.

Parson sums it up: **“The expertise from C1 helped to streamline our processes and allowed us to pivot quickly while maintaining focus on patient outcomes.”**

Three Takeaways for Health-System Tech Leaders

1. **Deep discovery beats fast templates.** C1’s white-board sessions ensured each of Sutter’s 200+ call flows survived the move—and, in many cases, improved.
2. **Cloud isn’t just IT’s problem.** Standardizing across **400+ locations** let clinicians and schedulers share one vocabulary (and one real-time view of capacity) system-wide.
3. **Partnership trumps procurement.** As Parson notes, **“C1 became an extension of our team throughout the entire process. This wasn’t just a technology win; it was a massive operational and cultural shift in the way we deliver care.”**

Bottom line: Modernizing a 5,500-agent, multi-state contact center doesn’t have to be a root-canal experience. With a consultative plan—and a partner willing to “bend over backward”—Sutter Health turned complexity into clarity and gave patients a single, friction-free front door to care.

Zero-Downtime Medicine: How a Rural Hospital Pulled Off a 30-Minute Data-Center Move

Tucked in rural southeastern New Mexico, **Artesia General Hospital (AGH)** runs a **25-bed, non-profit facility with 16 associated clinics**—and every heartbeat of patient data flows through its infrastructure. When aging servers and chronic network slowness began to threaten care, AGH set a bold mandate: migrate to a brand-new data center with **no downtime**, even as global supply-chain delays snarled delivery timelines.

“C1 came to the task and found ways to make some adjustments to ensure we could meet executive timeframes for ensuring zero downtime. C1 and its managed services play a key part in making sure that infrastructure is running at all times.” — *Eric Jimenez, CIO*

Rethinking the Room—and the Timeline

After a decade-long partnership, AGH trusted C1 to get creative.

“C1 helped us look at the project a little bit differently. Instead of using an existing room, we expanded to a brand new data center. C1 was able to adjust to accommodate the delays resulting from supply chain issues, holding the equipment for about six months while we solved construction delays.”

That six-month hold bought the hospital time to finish construction without paying rush fees—or risking an after-hours cut-over under pressure.

Artesia General Hospital

Migration—During Office Hours

Phase 1 moved terabytes of server data **in the middle of the day**:

“We were able to do the migration in the middle of the day with zero disruption. No one knew all these terabytes of data were being transmitted over the network, and it didn’t cause any slowness, which was a testimony to how well the execution happened.”

Phase 2 shifted firewalls and core networking. Planned for two hours of downtime, it clocked in at just **30 minutes**—and even that window was communicated in advance to clinical leaders.

Goodbye “Nickel-and-Dimed” Support

AGH’s previous vendors weren’t shy about hidden fees:

“They would say to me, well...you didn’t purchase that service agreement, or you didn’t purchase the post-implementation process, and it would be another fee,” noted Jimenez.

C1’s managed-services model flips that script. Post-go-live issues now route through a single support desk that resolves tickets—like an out-of-date firewall—**“within a week.”**



Results the Board Can Feel

- **Zero disruption** during Phase 1 migration; **30-minute** planned downtime in Phase 2, versus the two hours originally forecast.
- **On-time delivery** despite six-month equipment storage and rural logistics hurdles.
- IT staff freed from daily switch upgrades to focus on strategic initiatives, including infrastructure ready for generative-AI clinical applications.

“The project was delivered on time on its capabilities... C1 was able to work outside of that initial statement and adjust quickly, which shows how nimble a managed services provider it is.”

Three Prescriptions for Peer Hospitals

1. **Define “zero downtime” early.** Every hospital, regardless of its size, can’t afford a single dropped packet in the ER; build timelines backward from patient-safety goals.
2. **Flex for the supply chain.** Storing hardware for six months cost less than re-engineering the design mid-project.
3. **Demand one throat to choke (or high-five).** A partner who owns migration and managed support keeps hidden fees—and stress levels—off the chart. Find a partner who scales with you.

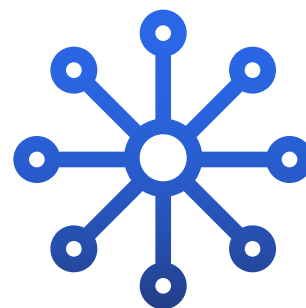


Watch the video:

[At AGH, Zero Downtime is a Matter of Saving Lives](#)

Bottom line: AGH proves that geographic isolation and tight resources don’t have to equal aging tech. With the right ally, even the smallest facilities can execute enterprise-grade moves—without missing a beat.

Indiana Spine Group Keeps 650 Direct Numbers—and Every Patient—Connected



Indiana Spine Group (ISG) runs a concierge-style practice with **20-plus locations** scattered across Indiana, including a Carmel hospital and surgery center. Their calling card—literally—is a live human on every call, not an IVR maze. But when growth pushed their aging phone system to its limit, the team needed a cure fast.

"We have 650 DIDs running through this system. Each doctor tends to have their own scheduling staff and preferences, and we needed a system that could accommodate this flexibility."

— Jeff Yancey, CIO



The Symptoms

- Over 20 offices—many part-time—juggling personalized call flows
- 650 direct numbers to route without dropping a single "good morning"
- A small IT staff stretched thin keeping an outdated platform alive

The Prescription

ISG tapped long-time partner **C1** to upgrade to **Avaya IP Office Server Edition** and lean on C1's experts for the heavy technical lifting.

"C1's support has been invaluable, especially when dealing with deep technical aspects and new features."

C1's team:

1. Migrated every site to the new Avaya core without interrupting clinical schedules.
2. Built flexible, physician-specific templates so schedulers could keep their bespoke workflows.
3. Took over ongoing troubleshooting and upgrades, freeing in-house IT for strategic projects.





The Results

"Our experience with C1 has been very positive."

- Seamless live-agent experience preserved across every location.
- Configurable call handling that scales as new clinics open.
- Compliance and feature updates delivered without after-hours heroics.

Yancey adds, **"We haven't had any issues at all and have always had good luck with C1, our partner in the Avaya system."**

Three Takeaways for Peer Providers

1. **Flex beats one-size-fits-all.** When every surgeon has unique scheduling quirks, pick a platform (and partner) that treats each workflow like first-class.
2. **Support is the secret sauce.** Deep technical help on tap means small IT teams can punch above their weight—no nickel-and-dimed surprises.
3. **Growth starts with uptime.** A rock-solid voice backbone lets staff focus on patient care, not dial-tone drama.

Bottom line: Indiana Spine Group proves that even a fast-growing specialty practice can keep its trademark personal touch—650 direct lines and counting—when technology stays as nimble as its clinicians. With C1 on call, the only thing patients notice is how quickly someone answers.

How Brewster Place Swapped 10-Year-Old Gear for Cloud-Smart Care—Without Missing a Beat

Ask any long-term-care IT director what keeps them up at night and you'll hear the same refrain: aging switches, mystery firewalls, and HIPAA auditors armed with clipboards. At **Brewster Place**, a faith-based, not-for-profit retirement community in Topeka, that refrain had become a full-blown headache.

"The equipment we were running was more than 10 years old," recalls **James Powell**, IT Director. **"It lacked easy management and required third-party support for many functions. We experienced frequent breakdowns, and the existing firewalls and switching infrastructure did not meet our security and operational needs."**



A Prescription from Cisco—and a Partner Who Listened

When Cisco suggested C1 for a **rip-and-replace** built on **Cisco Meraki**, Powell jumped. **"We replaced all our Watchguard firewalls, Brocade switches, and APs with Meraki equipment,"** he explains. But the project's real secret sauce was execution: **"C1 made the process seamless... As a not-for-profit, we had to phase the purchases, but C1 managed the project efficiently, ensuring minimal disruption."**

C1 sent engineers on-site, mapped every legacy quirk, and devised a cut-over that wouldn't rattle residents or staff. That diligence paid off the night a tornado warning lit up Topeka's skies. **"Their team stayed hours beyond the planned cutover to ensure we were fully operational and safe,"** Powell recounts.

Visibility, Compliance, and Control—On a Three-Person Team

The new Meraki core gave Brewster Place something it had never had before: **single-pane-of-glass management** and ironclad HIPAA-ready security. **"We now have visibility and control we never had before,"** Powell says. Advanced licensing lets his team **"see and block incoming threats and have detailed reporting to understand and mitigate risks."**



That three-person IT crew suddenly looks a lot bigger. **"Our team of three can now handle the network more efficiently, reducing downtime and improving service delivery to our residents,"** Powell notes—proof that the right tools can out-punch head-count.

Service with a Mission

Beyond speeds and feeds, Powell keeps coming back to one thing: attitude. **"They bent over backwards to make sure we were happy,"** he says of C1. And when a project's success is measured in uninterrupted resident care and airtight data protection, that mindset matters as much as any feature checklist.

Three Bedside-Manner Lessons for Peer Providers

1. **Old gear costs more than new.** Ten-year-old boxes hide labor, compliance, and outage tax you can't afford.
2. **Cloud dashboards shrink staff stress.** If three people can run a campus-wide network with Meraki, imagine what five could build next
3. **Choose partners who stay through storms.** Literally. C1's tornado-night overtime turned a good deployment into a trust partnership.

Bottom line: Brewster Place now enjoys a robust, secure, and easily managed network—exactly what a 24/7 healthcare community needs. Or, as Powell puts it: "I definitely recommend C1 to anyone. They ensured a robust, secure, and manageable network environment at Brewster Place."

Ready to optimize your healthcare technology investments?

Get the details about how healthcare providers are enabling convenient patient experiences with technology:

- [Sutter Health](#)
- [Artesia General Hospital](#)
- [Indiana Spine Group](#)
- [Brewster Place](#)



Ready to take patient-centric care to the next level with enterprise-grade IT?

Let's talk about connected experiences, secure networks, reliability, and anything between.

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