



Nation's largest provider of in-home care implements SASE with SD-WAN to strengthen their network security

With rapid growth and a string of mergers and acquisitions, Help at Home—the nation's largest provider of personal home care services—overhauled its legacy network and created a more cohesive, consistent and secure environment. Windstream Enterprise helped the team grow and deliver on its client-centric mission with a suite of next-gen network and security solutions.

At a glance



Help at Home®
Care to Live Your Life.

Industry

Healthcare

Customer

200+ locations across the U.S.

50,000 + employees

Challenges

Frequent outages

Lack of redundancy

Legacy on-premises security

Outdated LAN solutions

Rapid growth plans

Overburdened IT team

Multiple vendors

Solutions

SASE (Secure Access Service Edge)

LAN Services

Managed Services

Results

Reliable and resilient connectivity

Reduced outages

Increased security

Centralized management

Single vendor solution

Legacy network in need of overhaul

Now more than ever, top-quality healthcare demands reliable technology. The digitization of the healthcare ecosystem—from digital EMRs to remote admin work and dispersed care—has underscored the need and increased the urgency for network security and 100% uptime.

In-home healthcare provider Help at Home knows how important digital innovation is to providing great patient care from anywhere. The collection of disparate IT systems and point solutions acquired as the result of multiple acquisitions was creating inefficiencies and complexity that consumed unnecessary resources and required frequent intervention to maintain the IT environment.

Legacy LAN services and wiring in branch locations caused frequent connection issues. Single-threaded Internet access with redundancy was causing unwanted outages.

As a result, the IT team was constantly in a state of reaction, putting out fires while also manually managing 150+ on-premises firewalls, multiple vendors, and disparate point solutions. This made it difficult to support the environment

and provide the level of visibility needed to better protect the network from cybersecurity threats.

A cure for network performance and security

The Help at Home team was seeking a single network and security partner that could address their most immediate challenges, refocus the internal team's energy and help the organization achieve its strategic goals with confidence. And that's exactly what they found in Windstream Enterprise.

“Ensuring a resilient network that enables our care supervisors and caregivers to service clients was a top priority.”

Carole Hodsdon
Chief Information Officer

After consulting closely with the IT team around its needs and ambitions, Windstream Enterprise implemented Secure Access Service Edge (SASE), inclusive of SD-WAN and a full suite of security components: Firewall as a Service (FWaaS), Secure Web Gateway (SWG), Software Defined Perimeter (SDP), Cloud Access Security Broker (CASB), Data Loss Prevention (DLP), Intrusion Prevention System (IPS) and Next-Gen Anti-Malware (NGAM).

Help at Home is also deploying virtual SASE connections at Azure and AWS to support their cloud transformation. Doing this will allow the Help at Home team to have seamless connections across their entire ecosystem.

Windstream Enterprise implemented dual Internet access with failover at all locations, which has reduced network downtime by 90%. As part of their LAN upgrade, Help at Home replaced their existing wireless access points and switches with Secure WiFi and Cloud Managed Switches that provided a higher class of service, more features, and a better portal experience.

Finally, the Windstream Enterprise Managed Services team conducted site surveys to assess current cabling to determine required upgrades. They have recently completed rewiring all offices and are currently upgrading all laptops to support always on secure remote access using the new SASE solution.

A weight lifted

Windstream Enterprise proved to be the all-in-one technology partner Help at Home was looking for. With SASE, the entire network is strong and secure, and the team can power up new sites quickly, without disrupting business.

The Windstream Enterprise SASE solution is powered by Cato Networks and all security components are cloud based enabling Help at Home to manage security services from a centralized portal.

WE Connect from Windstream Enterprise, the customer management portal, offers real-time visibility for the IT team to monitor services, view logs and make changes in real time, all from a single pane of glass.

Help at Home counts on the security experts in the Windstream Enterprise Cyber Security Operations Center (CSOC) to proactively alert them to security issues and to take immediate remediation measures.

The new solutions have been an incredible time saver for the IT team, allowing them to focus on moving the business forward instead of managing vendors and putting out fires.

The road ahead

With a strong and secure network foundation, Help at Home is well equipped to deliver on its strategic goals. Windstream Enterprise is proud to support Help at Home in their mission to create great days and meaningful moments.

“Given the threats facing healthcare organizations, we implemented the suite of SASE security services to uplift and streamline our cybersecurity capabilities.”

Chris Lockery
VP CISO & Head of Infrastructure

Cloud-enabled connectivity, communications and security—guaranteed.

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