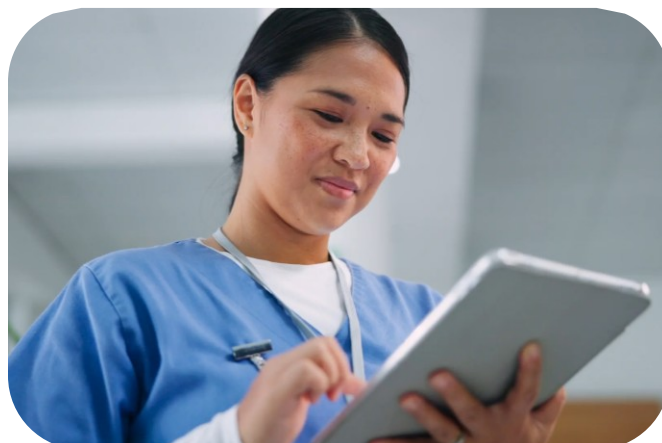# Secure Connectivity for Smart Healthcare

How Altera partnered with Lumen to modernize networks and enable future-ready care

Altera Digital Health
www.alterahealth.com

- Global healthcare IT provider delivering EHR platforms, interoperability tools, and patient engagement solutions
- Committed to human-centered design, security, and accessibility
- Distributed footprint supporting hospitals and health systems worldwide

Challenges
- Outsourced WAN connectivity limited flexibility and visibility
- Bandwidth upgrades required lengthy circuit replacements, impacting patient care
- Service assurance gaps led to SLA penalties and degraded customer experience

Solutions
- **Lumen® IP VPN** delivered secure, dedicated connectivity for healthcare-grade compliance

Results
- Faster bandwidth upgrades and improved network stability
- Reduced SLA payouts and operational risk
- Seamless migration to Azure and improved customer satisfaction

80% faster
bandwidth upgrades now completed in hours, not weeks

Standardized sites
Secure, predictable performance across hospitals

Rapid recovery
structured assurance accelerates incident handling

LUMEN®

Challenge

Modernizing healthcare connectivity for compliance and agility

Altera's mission is to make healthcare easier to access and navigate—but their legacy WAN model stood in the way. Connectivity was outsourced to third-party providers, creating complexity and slowing progress. Bandwidth upgrades required lengthy circuit replacements. Routing changes were cumbersome and time-consuming. Service assurance visibility was limited, making incident management reactive rather than proactive.

For hospitals and clinicians, these delays had real-world consequences: slower access to patient records, disrupted workflows, and increased operational risk. With HIPAA compliance pressures and rising ransomware threats, uptime and security weren't optional. They were non-negotiable.

Altera needed a network that could scale bandwidth on demand, deliver predictable performance for EMR traffic, and simplify governance across a distributed hospital footprint. The goal wasn't just modernization, it was transformation.

Solution

A secure, scalable network foundation for digital health

Altera partnered with Lumen to deploy healthcare-grade IP VPN connectivity with dedicated bandwidth and centralized policy control. This helped deliver predictable performance for EHR systems and clinical workflows—critical in an environment where seconds matter.

Lumen delivered single-vendor simplicity, consolidating connectivity, service assurance, and portal governance under one provider. This reduced vendor sprawl and accelerated change execution.

Proactive support was another differentiator. Weekly cadence calls, escalation management, and telemetry reviews gave Altera confidence that every change window and incident would be handled with precision. Structured Technical Service Management streamlined governance and freed specialists to focus on innovation rather than troubleshooting.

Solution Set

- Lumen® IP VPN

> "Lumen's proactive support and flexibility have transformed how we manage connectivity—our customers notice the difference."
>
> **– Bruce Holloway**
>   Network Services Leader, Altera Digital Health

Results and Future Plans

Driving operational excellence and future innovation

Altera now operates on a network foundation that combines reliability, agility, and security—three pillars essential for modern healthcare delivery. Bandwidth upgrades that previously took weeks are now completed in hours, thanks to logical provisioning that eliminates the need for disruptive circuit swaps. This improvement alone has accelerated project timelines and reduced downtime for hospital sites.

Structured service assurance has changed the way Altera manages operations. Weekly cadence calls and proactive monitoring have replaced reactive troubleshooting, reducing SLA costs and improving customer satisfaction scores. Migration to Azure was another milestone. By moving clients from colocation facilities to cloud environments seamlessly, Altera has strengthened its ability to support interoperability and telehealth initiatives. This shift positions the company to deliver on its vision of making healthcare more accessible and connected.

Finally, portal governance has simplified administrative processes, reducing friction around user access and reporting. With greater visibility and control, Altera's IT specialists can focus on strategic innovation rather than day-to-day troubleshooting. Together, these outcomes reflect a network transformation that goes beyond connectivity— it's about enabling better care experiences for clinicians and patients while preparing for the future of digital health.

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