

When Lives Are on the Line, “IT” Just Has to Work

How Donor Network West enhanced call quality and reduced interruptions for life-saving conversations

Donor Network West

dnwest.org

- Federally designated nonprofit in the health care sector, facilitating organ procurement and tissue recovery
- Established in 1987, committed to saving and improving lives through organ and tissue donation
- Headquartered in San Ramon, CA, serving over 13 million people across 45 counties in northern California and northern Nevada



Challenges

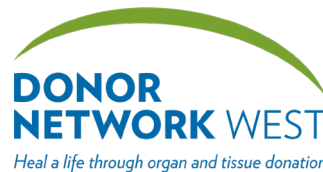
- Simultaneous always-on and on-demand call recording and data storage for quality assurance and compliance requirements
- Service impairments and occasional audio dropping with existing CCaaS providers
- Limited control over call routing and inadequate resiliency causing service interruptions

Solutions

- [Lumen® Network Storage](#) offers low-latency, cloud-like storage with flexible pricing and compliance support
- [Edge Bare Metal](#) servers provide geo-diverse, ultra-low latency infrastructure for high-performance applications
- FastRoute application from Lumen partner [Apex Datacom](#) enhances control over call routing and crystal-clear voice quality

Results

- Enhanced call control and resiliency with higher availability
- Improved call quality for clear, uninterrupted communication
- Reduced service impairments and minimized disruptions
- Enhanced compliance and quality assurance
- Reliable and scalable storage solutions



50%

Savings in voice billing

~100%

Reduced interruptions in service

40%

Boosted app performance

LUMEN®

Challenge

Saving lives with resilient critical communications

Donor Network West, a federal nonprofit, has been saving and improving lives since 1987 by facilitating organ donation and coordinating with healthcare providers. “Each call we receive is critical because it could be life-saving,” says JT Mason, VP of Information Technology. Given the critical nature of their mission, every call is highly important as lives are on the line.

Despite using a top-ranked CCaaS provider, they faced service impairments and audio issues that disrupted critical conversations. They needed to upgrade their call center to ensure resiliency and improve call quality, as downtime could have severe consequences.

Additionally, they lacked the ability to simultaneously record all calls and allow on-demand recording to meet compliance and quality assurance standards.

Solution

Upgrading call handling with innovative solutions

To remedy these challenges, Donor Network West partnered with Lumen and Apex Datacom to develop a resilient, work-from-anywhere voice and data platform.

Key solutions included Lumen Edge Bare Metal geodiverse servers hosting Apex Datacom’s FastRoute application, which provides ultra-low latency connections and superior routing capabilities. Lumen® Network Storage also offered scalable and secure cloud storage for easily accessible call recordings. “Our FastRoute app is a cost-effective way to store recordings and scale as those grow over time,” says Jeff Reed, Solutions Engineer at Apex Datacom.

Lumen Voice Complete rounds out the bespoke solution, supporting efficient call routing, high availability, and dual-purpose call recording. “With Lumen’s built-in resiliency, our lines are automatically rerouted if there’s any kind of interruption in service,” says JT. This collaboration allowed Donor Network West to continue their vital work with enhanced efficiency and reliability.

Lumen Solution Set

- [Lumen® Edge Bare Metal](#)
- [Lumen® Voice Complete®](#)
- [Lumen® Network Storage](#)
- Apex Datacom FastRoute

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“ Donor Network West needed highly resilient voice and data services to help us in fulfilling our mission of saving and healing lives through organ and tissue transplantation. Lumen’s reliable services have provided us with the tools we need.”

— Dr. Janice Whaley
President and CEO, Donor Network West

Results and Future Plans

Stable operations keep the focus on people

The collaboration between Donor Network West, Lumen, and Apex Datacom has dramatically improved communication, reducing service interruptions and call degradation. This allows Donor Network West to prioritize families during critical periods. “If we’re down, someone’s decision to donate is in jeopardy and we lose the potential to save lives. Now, conversations with families go much more smoothly, and we can focus on their needs,” says JT.

The dual-purpose recording capabilities provide quick, accurate, and secure access to essential information. Apex’s FastRoute via Lumen Edge offers ultra-low latency connections, boosting call quality and reducing dropped calls. “We have felt positive effects from a reduction in latency on our calls,” adds JT. Plus, Donor Network West can now reallocate resources towards their mission, thanks to a 50% reduction in voice billing costs.

The partnership has transformed their voice and data platform into a resilient, efficient, and cost-effective solution, enabling them to continue their vital work of building a legacy of connection and care, one call at a time.