CommuniGate
SYSTEMS

INDUSTRY

Medical Associates of Northwest Arkansas (MANA) is an independent network of over 75 healthcare providers in the Northwest Arkansas area in over 15 separate locations. As owners, managers, and physicians, MANA has a vested interest in the quality of care and services provided to the patient. Their commitment is reflected in; the compassionate care one receives at each and every clinic, the comprehensive list of services offered by their staff, and the advanced healthcare technology available exclusively through MANA. Whether you are looking for: primary care, a specialist, seeking a specific healthcare service, or researching a career opportunity, MANA connects you with the respective health care option.

Security and Reliability of CommuniGate Pro keeps Doctors Operating

CHALLENGE

Medical Associates of Northwest Arkansas needed an affordable and scalable e-mail platform that was standards-based from a company that offered excellent customer service and comprehensive and solid technical support. In the past they had used e-mail solutions from Novell and Microsoft, but found them pricy and difficult to administer and maintain. MANA was looking to update and upgrade their software to accommodate their growing clientele and to keep up with the increasing security demands of the healthcare industry. Since MANA is not a centrally located entity, they needed a solution that would work across numerous platforms, on countless operating systems, and that would allow their branches to interact well no matter where they are located.

SOLUTION

After analyzing the average cost per mailbox and evaluating the need for a standards-based mail system, MANA switched over to CommuniGate Pro from a previous Novell solution. "CommuniGate Pro is feature rich, and there is practically nothing that I cannot do with it. It has an easy administrative interface which also offers extra advanced options not found in other "name brand" e-mail solutions. After a lengthy price comparison with Microsoft Exchange, CommuniGate has proven to be a real cost saver." stated Ben Bricker, IS Director/Network Administrator at MANA.

MANA deploys their solution across 11 different domains ranging from 10 up to 200 accounts per domain, allowing each individual clinic and its users to retain their identity. Each and every one of these accounts requires the utmost security, as medical files lost in the e-sphere could bring down their organization. "Any Internet communications system is crucial to your business success. CommuniGate Pro minimizes downtime (virtually none in 7+ years), eases administration, and gives us a multitude of connectivity options." added Bricker. With high quality of service, advanced security features, and additional third-party anti-virus software, CommuniGate Pro provides MANA with the reliability and security needed for a network of healthcare professionals.

SYSTEM ARCHITECTURE

Medical Associates of Northwest Arkansas have CommuniGate Pro configured on a single dual-processor server with a gigabyte of memory and local-attached RAID storage. Their end-users are stationed at over 15 locations in Northwest Arkansas, and use every possible type of client including: desktop computers, handheld PDA's, razor-thin clients, and laptops all from the home or road. CommuniGate Pro will work on almost every operating system available, so when MANA needs to provide e-mail access to a new customer, their client will have communications access no matter what operating system, or style of communications device they are using.

BENEFITS

CommuniGate Pro provides the end-user with all the communications applications they need to conduct business anywhere at anytime. MANA has been running CommuniGate Pro for over seven years and has never had a catastrophic failure as a result of the software. "The failures we have encountered over the past few years as a result of hardware issues were easily recoverable thanks to the standards-based nature of the architecture. In my opinion there simply isn't another full-featured communications system that can be compared to CommuniGate Pro for the price." said Bricker.

Whenever they do encounter a problem, they are more than pleased with they way the CommuniGate Systems technical support staff handles their issues. "I have never worked with a software vendor that has provided as timely responses to support requests as the CommuniGate Systems team. Over the years they have always been able to assist and provide the answers needed."

The constantly evolving CommuniGate Pro communications platform provides exciting new benefits to end-users. The latest release, version 5.1 comes fully loaded with a huge array of features and protocols "With the new versions and the availability of Pronto! the flash client, we plan on eliminating the need for a fat client for 90% of the users in the enterprise by migrating them to web browser access. Within the next three years, we plan to integrate CommuniGate Pro with more of our systems, including mobile device communications and our pre-existing SIP/VoIP model."

CommuniGate SYSTEMS

www.communigate.com