

Industry: Health Care

AltaPointe Health Systems, Inc

AltaPointe Health Systems, Inc. oversees a community-based, regional system of mental health, substance abuse and intellectual disability service provision in Mobile and Washington counties of Alabama. In 1957, the Alabama State Legislature established the organization, previously known as Mobile Mental Health Center. AltaPointe collaborates with dozens of state and local partners to accomplish its main goal, which is to provide the highest quality of behavioral health services that promote wellness and recovery. This goal has not changed in more than 52 years. Today, AltaPointe is Alabama's largest regional community behavioral health provider with more than 700 clinical and non-clinical staff members who serve more than 15,000 children, adolescents and adults annually.



AltaPointe Health Systems Supports Multiple Locations

AltaPointe Health has multiple sites spread over several counties which need IT support. They were using VPN, which, because of bandwidth issues was too slow.

In addition to the remote support requirements, they also needed Web Conferencing and desktop sharing for training sessions. They do a lot of staff training, which required bringing together the personnel from their remote locations. This was expensive in terms of travel reimbursement costs and in terms of the lost time due to the travel.

Solution:

AltaPointe Health purchased a RHUB TM500 Real-Time Collaboration Hub, which has five Meeting Rooms and support for twenty Users. They use both the Remote Support and the Web Conferencing applications of TurboMeeting and the TM 500 has enough capacity to conduct multiple, concurrent Remote Support and Training sessions.

Once the TurboMeeting appliance was installed, it provided web-like speed for the remote support activities. It overcame the low

bandwidth issues that had plagued them with their previous system. It was also easier to establish the remote connections. They just provide the link and the ID information and they are connected.

Additional Benefits:

The training costs have been significantly reduced because the TurboMeeting appliance allows the remote staff to take part in the training sessions without traveling. This has not only reduced the costs, but it has increased the efficiency and productivity. All the remote sites now use the TurboMeeting appliance.

The uptime is 100%. Installation was quick and easy and they have no on-going IT support requirement and they are pleased with the recent software updates

