



# Enabling business growth with modern, standardized technology for leading provider of radiology and oncology solutions

Akumin provides a comprehensive range of top-quality outpatient radiology and oncology services to health systems, hospitals, physician groups and patients nationwide. Over the past eight years, Akumin has grown significantly, acquiring 17 other healthcare organizations. Throughout this period of rapid expansion, Windstream Enterprise has been a trusted partner, helping Akumin create a standardized technology solution to seamlessly integrate and scale these acquisitions. From an initial 60+ locations, Akumin has successfully expanded to 170+ locations with the support of Windstream Enterprise.

## At a glance



### Industry

Healthcare

### Customer

170+ Locations

### Challenges

Unreliable MPLS network

Low bandwidth

Enhancing security

### Solutions

SD-WAN

Managed Network Security

Secure WiFi

Cloud Connect

WE Connect portal

### Results

Maximized uptime and performance

Robust security and compliance

Increased network visibility and control

Improved operational efficiency

Enhanced patient care

## Tackling critical challenges

As Akumin expanded, they faced several challenges that impacted their operations and ability to provide seamless patient care. Each acquisition required them to integrate existing networks into a standardized configuration, a process that needed to be both efficient and reliable.

However, the outdated MPLS network created roadblocks to scaling new locations rapidly. Maintaining 100% uptime and high performance was essential for delivering high-level patient care. Yet, many locations had only a single connection, and outages were a frequent issue.

Insufficient bandwidth was also a concern, as the ability to transmit large files of scans and images was critical for immediate diagnosis and treatment. Additionally, the MPLS network lacked the visibility and control needed to monitor and modify network routing and policies effectively.

Akumin also needed secure, high-bandwidth connectivity to their critical applications in the Google Cloud

Platform (GCP). Standardizing WiFi services across all locations was another priority, as was deploying next-generation firewall services to protect patient data.

**“Windstream is our trusted partner — not just a vendor”**

Afsaan Kermani, VP of IT  
Akumin

## Building tailored solutions

Windstream Enterprise stepped in with a suite of solutions designed to comprehensively address Akumin’s challenges. To start, Windstream Enterprise implemented fully managed SD-WAN at all locations, featuring dual connections in an active/active configuration for instantaneous failover protection. This setup drastically improved uptime and performance, satisfying the needs of Akumin’s staff, partners and patients.

To ensure secure, high-bandwidth connectivity to the Google Cloud Platform, Windstream Enterprise deployed Cloud Connect. This created a high-bandwidth highway for critical applications, enabling the quick transfer of large files across all locations. This not only improved the patient experience but also allowed them to easily add new applications and migrate current on-premises apps to the cloud.

Windstream Enterprise also standardized WiFi services across all locations by deploying Secure WiFi. This centrally managed solution provided reliable and secure connectivity, which Akumin could easily monitor via the WE Connect customer portal.

Finally, Windstream Enterprise implemented cloud-based Managed Network Security at all locations, delivering next-gen firewall protection to ensure compliance with industry standards, including HIPAA and PII.

The standardized SD-WAN solution became a cornerstone for integrating new acquisitions efficiently. This fully managed solution enabled Akumin's IT team to focus on innovations that enhance the patient experience rather than getting bogged down by network management issues.

## Enhancing patient care

The partnership between Akumin and Windstream Enterprise yielded remarkable outcomes. SD-WAN provides the improved uptime and higher

performance Akumin needs to support its healthcare providers and ensure personalized patient care. It's also more cost-effective than the outdated MPLS network.

The WE Connect portal provides 100% visibility, and Akumin uses it daily to monitor their SD-WAN, Managed Network Security and Secure WiFi. In addition, they have the co-management capabilities to make their own routing and policy changes.

Meanwhile, Cloud Connect facilitates the efficient transfer of large files between locations via the organization's critical GCP apps, enhancing the patient experience. The ability to easily add new applications and migrate existing ones to the cloud provides flexibility and scalability as they continue to grow and expand.

Windstream Enterprise's Managed Network Security ensures that Akumin meets industry compliance standards, safeguarding patient data. And deployment of Secure WiFi provides reliable connectivity for staff and patients, further improving the overall experience.

"Having a single point of contact for the last 8+ years has been a huge plus," Kermani said. "Windstream Enterprise's support teams are always highly responsive."

After standardizing Windstream Enterprise's solutions across all locations, Akumin can quickly scale operations and seamlessly integrate new acquisitions. The fully managed solution allows Akumin's IT team to concentrate on strategic initiatives rather than routine network maintenance.

***"Partnering with Windstream has been a great experience; they have made it possible for us to rapidly scale."***

**Afsaan Kermani, VP of IT  
Akumin**

## Creating a future-ready infrastructure

Akumin's successful digital transformation, supported by Windstream Enterprise, has positioned the company as a leading provider of top-tier radiology and oncology services. With a robust, standardized network infrastructure in place, Akumin is well-equipped to continue to grow and maintain their commitment to delivering high-quality patient care.

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Our managed connectivity, communications and security solutions are innovative. Your business outcomes are imperative.

For more information on how Windstream Enterprise can support your growth, visit [windstreamenterprise.com](https://windstreamenterprise.com)