



Wilson Senior Care: Client Case Study

"HillSouth built a network infrastructure plan for Loris [new location] that met all of Wilson Senior Care's requirements. From start to finish, HillSouth was there to meet our goals for our Loris facility and has been supportive to our other facilities as well." - Laura Rogers / Senior Accountant/IT/Telecom

Business Continuity Plans Realized

Management and design of a solid DR strategy

Prior to working with HillSouth iT Solutions, Wilson Senior Care had managed its company file servers at 2 of their 6 locations. Providing reliable power, cooling, and redundant data connectivity out of HillSouth's datacenter in Columbia, SC proved to be more efficient, so much of the IT infrastructure was consolidated to the secure datacenter and put under management with HillSouth for server maintenance, backups, etc.

Staff Accountant and IT Director Laura Rogers of Wilson Senior Care said she chose HillSouth because of its knowledge of the healthcare structure and its ability to help Wilson plan for future growth. The current DR plan designed and managed by HillSouth allows the company to quickly recover from any disruption of services at the main datacenter by failing over to a set of servers at one of the company's secondary sites. This is tested frequently and monitored 24x7 by the HillSouth team.

Centralized IT Management

Systems designed to be managed from a central datacenter

The Wilson Senior Care locations are geographically spread out across the State of South Carolina involving multiple last-mile telecommunications vendors. Management of the data and voice connectivity has been a critically important task that Wilson Senior Care has entrusted to HillSouth.

HillSouth also offered an innovative solution to file sharing and conserving data bandwidth. The system ensures that every Wilson Senior Care employee who uses Microsoft Office programs such as Word, Excel, and Outlook work from a central terminal server instead of running the application on their hard drive.

This design allows for large data files to reside in the Wilson datacenter instead of transiting up and down the data pipes that can be now used for other important business needs. It has the added benefit of also ensuring that upgrading versions of Microsoft Office need only happen one time—on the central server.

Expansion Creates Opportunities

As Wilson Expands HillSouth Steps Up to Assist

In late 2014, Wilson Senior Care acquired the Loris Extended Care 88-bed facility from McLeod Health. As part of the transition, the entire network infrastructure needed to be designed, built, and installed on-schedule. HillSouth's team worked closely with Wilson senior management to design and implement the project of launching a new facility; essentially from scratch. This included Voice over IP, switches, guest & corporate wireless.

Key Services From HillSouth:

- Datacenter Co-Location
- Managed IT Services
- Hosted Microsoft Exchange E-Mail
- Vendor Management
- Strategy and Consulting/Planning

Client Profile:

- Employee Owned (ESOP)
- Over 500 employees
- Service Delivery Sites Include:
 - Medford, Morrell, Oakhaven, and Loris