

CUSTOMER USE CASE:

# DELIVERING SECURED, HIGH-PERFORMANCE WIRELESS WAN SERVICES FOR RETAIL AND MOBILE DENTAL CARE

## Business Challenges

To provide reliable and secure connectivity to thousands of static and mobile locations where examinations, cleaning and 3D imaging can be performed for orthodontia patients. The company expanded into retail locations and mobile buses to deliver its services. The company must also have reliable network services to enable real-time communications.

### Challenges include:

- 1) Retail locations such as a store-within-a-store, where fixed wireline network connections can be costly with lengthy installation times
- 2) At temporary locations, it's ineffective to install wired broadband circuits only to be taken down a few months later
- 3) Mobile buses can be connected with wireless services, but single-threaded wireless WAN options do not deliver the bandwidth needed nor the reliability

## Globalgig Solution

Globalgig worked with the client to understand the networking requirements for retail, temporary and mobile bus use cases. In the mobile buses as well as temporary retail locations, the network bandwidth must accommodate the video and music feed in the patient waiting rooms, also the transmitting and receiving of x-rays and other data from imaging devices to/from their data centers, in addition it must be able to accommodate VoIP phones for administrative needs and appointment scheduling.

International connectivity is also a requirement as the company is expanding its presence in multiple countries in Asia and Australia. Globalgig designed a wireless broadband solution that can deliver the bandwidth and reliability needed to meet the customer's requirements.

## Industry

**Healthcare - Dental**

## Company

This industry pioneer of oral care combines cutting edge technology with a fully integrated model to provide dental alignment and correction services to underserved markets. The company's mission is to bring premium oral care that's affordable and accessible to those in need around the globe. Since its inception, the company has implemented a telehealth platform that enables orthodontia to be performed virtually and in widely expanded locations, from dental offices to retail locations (store-within-a-store) and mobile buses. Its network of affiliated and state-licensed dentists and orthodontists number in the thousands. The company is focused on overcoming the biggest hurdles in providing orthodontia care – cost and convenience, and it touts the 24/7 availability of its oral care teams by phone, email, video chat and social media to answer patient questions.

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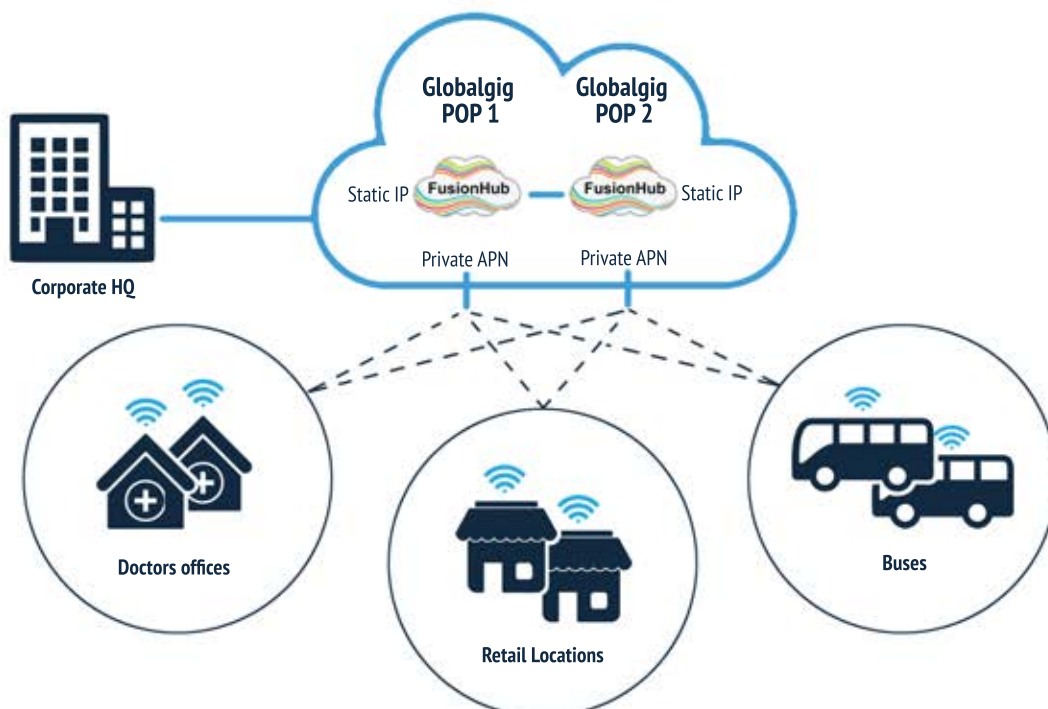
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# Solution components included:

- **Wireless private networking capabilities** that included Globalgig SIMs with multiple mobile network options, private APN and two static IP addresses across all locations
- **Flexible wireless data plans** where usage across multiple network operators and SIMs could be pooled for more efficient usage
- **Wireless SD-WAN platform** from Peplink with Speed Fusion hubs at two diverse Globalgig POPs and MAX-HD2-Mini devices at each end-point (fixed location and mobile buses)
- **4G Antennas** mounted to the top of mobile buses to maximize signal strength
- **Orchestra Management Portal** that gave the company the ability to directly manage all the SIMs and data plans across multiple countries and mobile network operators

# Benefits and Results

- **Secured access** from all wireless end-point locations: Private APN for wireless access on all SIMs and 2 static IP addresses for all end-points
- **High performance connectivity** with bandwidth bonding and load sharing across multiple SIMs at each location
- **Improved resiliency and business continuity** with wireless carrier diversity at each location to eliminate any single network failure causing the entire site to be out of service
- **Fast installation** for rapid deployment of sites and mobile buses
- **Global coverage** from one service provider, with one invoice and support team
- **One portal to manage all SIMs**, from all network operators, streamlining network management
- **24/7 support** from knowledgeable and experienced technical staff



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