



Customer Testimonial

Customer: St. Barnabas Hospital

Industry: Healthcare

Contact: Manuel Rossello, Communications Director

The extraordinary rise of St. Barnabas Hospital in the Bronx, NY, from its founding in 1866 to its current status as one of the five busiest trauma centers in New York City, spans more than 140 years of dramatic growth and change.

Today, the St. Barnabas healthcare network includes a 461-bed hospital and Level I Trauma Center, a Nursing Home Facility and Ambulatory Care Clinics. The St. Barnabas network delivers compassionate, comprehensive healthcare to the people of the Bronx community, with complete and open access to all as a guiding principle of operation.

According to Manuel “Manny” Rossello, Communications Director for St. Barnabas Hospital, reliable communications and a fail-safe disaster recovery plan are essential to St. Barnabas patients, staff and physicians.

In looking for a provider who could address St. Barnabas’s unique disaster recovery needs, Mr. Rossello was referred to Optimum Lightpath by a peer at another community hospital.

“Our primary concerns were reliability and disaster recovery,” he said. “We only had one communications path into the hospital, and other vendors were unable to provide a viable alternative.”

Drawing on the high-end, high-capacity capabilities of its extensive fiber optic network, Optimum Lightpath was able to provision an alternate access point into the hospital. With two routes now available, St. Barnabas Hospital is assured that, as a result of the redundancy, it will not be without communications.

“We made the decision to adopt Optimum Lightpath’s Metro Ethernet solution based on the reliability, flexibility and cost savings the company could offer,” noted Mr. Rossello. “We’re now saving 33% on our communications costs and, with a fixed rate each month, we’re better able to budget our expenses. Most importantly, we have the disaster recovery plan in place that we needed.”

“Installation and transition to Optimum Lightpath was seamless,” he continued. “Our staff didn’t even know the guys were here. They did a fantastic job. And since we switched to Optimum Lightpath, we haven’t had any need to contact customer service.”

An enthusiastic advocate of Optimum Lightpath, Mr. Rossello concluded, “I don’t worry about our network any more. It just works.”