

CASE STUDY:

CUSTOMER PROFILE

Globally Recognized
Healthcare Provider

SIZE

800+ Phones
50+ Departments

Beyond the Breach: A Fail-Safe Phone System for Cyber Resilience

Problem

Hospital leadership recognized that outages and the increased threat of cyberattacks posed a severe threat to their primary network infrastructure, including critical phone systems. Such attacks could leave patients, staff, and families dangerously isolated from essential communications. Without reliable backup systems, patients could lose contact with their medical teams during emergencies, while families might be cut off during critical moments. The breakdown of staff coordination would directly compromise patient care delivery, potentially resulting in life-threatening consequences.

Leadership determined they needed a backup communication system capable of operating independently during ransomware attacks and other cyber incidents. The solution would need to run on a completely separate network infrastructure and seamlessly switch over during outages without disrupting operations or necessitating extensive staff training.

Solution

As the leading expert in deploying and supporting high-reliability communication solutions, SOVA addressed these concerns and requirements through the smooth deployment of Red Phone. Red Phone is a fully functional desk phone system that operates on an entirely separate cellular network. It mirrors the hospital's existing phone infrastructure, supports large-scale deployments (including auto-attendants and group lines), and eliminates the need for network cabling while providing built-in redundancy for thousands of devices.

Key Decision Factors

The hospital evaluated multiple providers, but only Verizon (through SOVA) offered VoIP handsets with built-in SIM cards that function like desktop phones while operating independently on cellular networks rather than relying on the hospital's main infrastructure.

Key Advantages Included:

- Installation required no cabling or additional providers, just power connections.
- Seamless failover between phone systems to maintain communication during outages.
- Staff required minimal training since the phones functioned like a traditional desk phone.
- Their distinctive red color ensured immediate identification during emergencies.
- SOVA ensured a smooth rollout and ongoing support without disrupting care delivery or daily operations.

Outcome

With SOVA's successful deployment of Verizon's Red Phone, the hospital was able to ensure that staff could maintain seamless communication during network outages, while families retained reliable contact with patients during system disruptions. The deployment achieved full emergency communication compliance and reduced IT overhead.

Find out how SOVA can
support your
technology projects.

Speak with a Specialist