

Netlink Voice Helps JHCHC Cut Costs and Improve Patient Service

With Netlink, the Health Center Now Has a Partner for 24/7 Service and Support



The Challenge

Jackson-Hinds Comprehensive Health Center, the largest nonprofit community health center in Mississippi, needed help managing network routers across its 30 locations.

Its on-site phone system was also outdated, preventing JHCHC from providing effective care to its 50,000 patients – especially during the COVID-19 pandemic. The number of patients calling for vaccines often caused JHCHC's phone system to shut down, resulting in frustrated employees and patients alike.



The Action

- ✓ Netlink connected JHCHC's routers across 30 locations with VPN tunnels to improve security and resource sharing.
- ✓ When JHCHC was targeted by a ransomware attack that affected 300+ computers, Netlink was there same-day to restore data and rebuild servers.
- ✓ Netlink helped JHCHC migrate from its outdated on-prem PBX to a cloud phone system that offers more features, scalability, and reliability.
- ✓ Any time JHCHC has a technical issue or questions about IT optimization, Netlink is there to offer expert advice and around-the-clock support.



“Whenever we call Netlink, **there’s someone to answer 24/7.** I can make a call in the evening and they’ll send someone out right away if there’s an issue they can’t resolve over the phone.”

– **Markeese Robinson**

CIO, Jackson-Hinds Comprehensive Health Center



The Results



JHCHC has a trusted partner for reliable service and fast, responsive support.



The health center **saves \$160/month per router** at each of its 30 clinic locations.



JHCHC now has a cloud phone system that offers **unlimited long distance calling, system reporting, and more.**



Because of JHCHC’s non-profit status, Netlink helped the health center recover from the ransomware attack that could have cost thousands in losses – **for free.**