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Case Study: Resilient Health

A Healthcare Provider Builds Reliable,
Scalable Operations with TPx



The Challenge

Resilient Health, a behavioral provider with 10 locations across Arizona, had an ambitious mission: deliver trauma-responsive care efficiently and consistently to a growing community. **But their technology was holding them back.** Legacy phone systems, inconsistent internet service, and fragmented IT infrastructure created operational inefficiencies, frustrated staff, and put business continuity at risk.

For leadership, these limitations meant higher costs, wasted staff time, and obstacles to scaling services across multiple sites.

The TPx Solution

To support its growth and improve operational resilience, **Resilient Health turned to TPx.**

1

Unified Communications:

Upgraded to TPx UCx with Webex for secure, HIPAA-compliant collaboration, combining voice, video, and messaging.

2

Reliable Connectivity:

Implemented High-Speed Internet with SD-WAN to ensure consistent uptime, traffic management, and failover protection.

3

Scalable IT Platform:

Leveraged TPx's cloud-based software to easily add new locations, adjust services, and monitor network performance across all sites.

Business Impact

By modernizing its technology with TPx, Resilient Health unlocked new levels of efficiency and stability across the organization:



70% Faster Issue Resolution:

Problems that once delayed operations are now quickly resolved, freeing staff to focus on patient care and business priorities.



Higher Productivity:

Billing and administrative teams report fewer technology disruptions, directly improving output and revenue cycle efficiency.



Reduced Risk & Greater Stability:

Standardized, redundant systems ensure business continuity, even across multiple locations.



Streamlined Growth:

Leadership can confidently expand to new locations knowing technology will scale seamlessly.

Partner Perspective

“Partnering with TPx has given us consistency and stability across our operations,” said Resilient Health’s IT Manager, David Wahl. “We’ve seen a dramatic decrease in support requests and measurable gains in productivity. For our business, that translates into growth without added complexity.”





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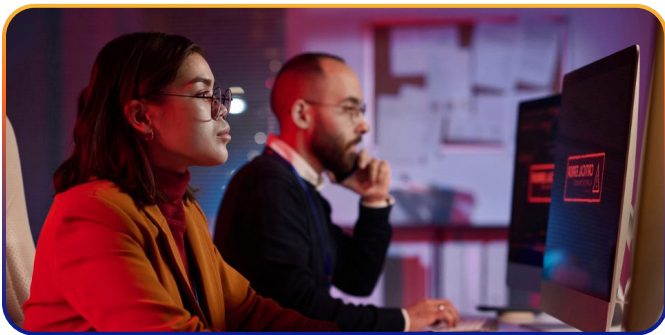
Strategic Value for Executives

For Resilient Health's executives, the partnership with TPx meant creating a foundation for sustainable growth. By managing critical communications and network infrastructure, TPx enabled leadership to redirect their focus on expanding care delivery, strengthening financial performance, and pursuing long-term strategic goals.

Operational Value for IT Leaders

With TPx managing critical communications and connectivity, Resilient Health's IT leaders are equipped to:

- Eliminate recurring network issues and reduce support tickets
- Maintain consistent uptime and reliable performance across all sites
- Strengthen compliance and resilience against downtime
- Confidently scale infrastructure as the organization grows



About TPx

TPx is your sidekick for smart IT—helping organizations connect, secure, and grow with confidence. Leveraging decades of experience, TPx delivers managed services for cybersecurity, networks, and cloud communications that reduce risk and maximize the value of IT investments.

[Visit TPx.com to learn more.](https://www.tpx.com)