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M-Theory

M-Theory helps a multi-specialty physician practice
keep up with rapidly-scaling IT needs

Learn how they did it
(and how you can do the same)
with Juniper Networks' NaaS

See the solution →

Industry

IT

Region

U.S.

Overview

> "We can **concentrate
> on our core business**
> rather than IT."
>
> **The customer**

M-Theory delivers Network as a Service (NaaS) for a large multi-specialty physician practice

When a multi-specialty physician practice management company began scaling faster than they could keep up with, they turned to M-Theory, a managed services provider, to keep pace with their IT requirements. M-Theory chose Juniper Networks' AI-Native NaaS to deploy new branches' networks in days, not weeks or months.

Challenge

One of M-Theory's customers needed to frequently add new branch offices while doing lots of merger and aquisition activity. The customer's VP of IT (the only IT employee in the entire company) couldn't cope with all the new offices and their networking needs.

Transformation

The customer turned to M-Theory for help and M-Theory chose Juniper Networks' NaaS to help set up the new branches' reliable networks in a matter of days.

Outcomes

**Fast Service
Velocity**

2 Days

Network is ready
to go in two days

**Always-On
Network**

0 Outages

Fewer trouble tickets/fast
issue resolution

**Huge IT
Savings**

$$

Hiring an entire IT
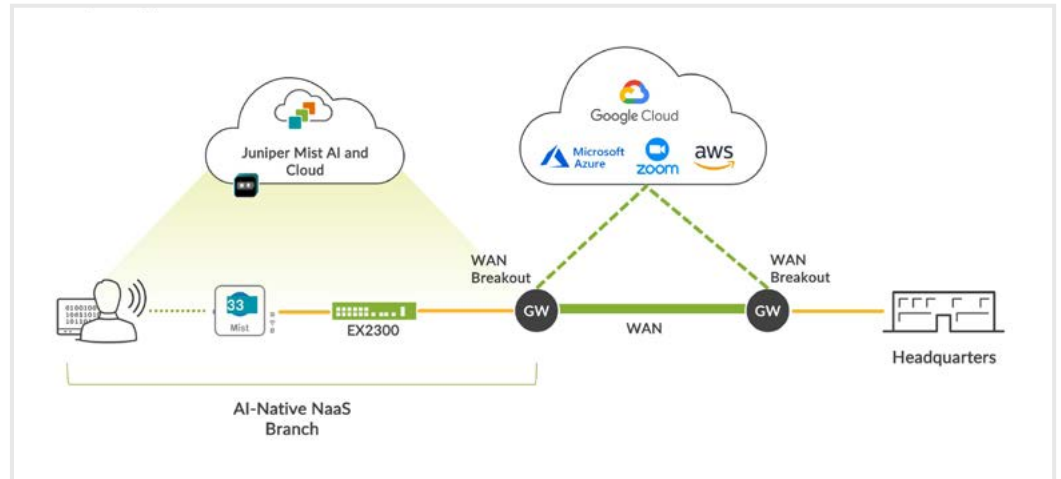department isn't needed

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Business challenge

New branch offices needed reliable networks fast

The multi-specialty physician practice management company focused on urology, gastroenterology, and radiation oncology, was adding new branches faster than their one-person IT team could handle.

They needed to deploy the branch networks quickly and ensure customer satisfaction with consistent network service quality without breaking the bank.

Solution and implementation

Juniper NaaS	Juniper Mist AI
Juniper AP33 Access Point	Juniper EX2300 Network Switch

M-Theory chose Juniper Networks' NaaS for the customer.

Deployment usually takes one day, then lab validation and establishing a support structure takes another. The customer and M-Theory have a NOC with a Juniper Mist console.

Using Mist provides wired and wireless assurance, and M-Theory takes advantage of its AI-Native operational model that customers see as closed-loop automation.

"The Marvis virtual network assistant is a unique tool in Mist that helps easily locate network problems such as bad cables, switching loops, and BPDU errors," said M-Theory's Searl Tate. "It exposes problems with AI. Traditionally, you would need to search hundreds of logs for this data. Marvis provides a simple dashboard of problems and can even email you these alerts."

"The winning formula as we scale sites is Zero Touch Provisioning," added Tate. "It takes an hour or less with a consistent and uniform approach and helps us see problems before end users do."

Outcome

The combination of Juniper NaaS and M-Theory helped the customer reap benefits such as:

A full view of the entire network at all times

They can see how it's configured and tuned, but they don't have to lift a finger. They just turn to their Network Operations Center for full managed services

Simple issue reporting

M-Theory's managed service does all the work. If necessary, they dispatch someone onsite to either fix or swap out equipment, etc.

Scalability

As the customer's business scales with new clinics, infrastructure costs are minimal, allowing them to scale without concern about the cost of technology

Why Juniper?

Juniper Networks believes that connectivity is not the same as experiencing a great connection. Juniper's AI-Native Networking Platform is built from the ground up to leverage AI to deliver the best and most secure user experiences from the edge to the data center and cloud. Additional information can be found at Juniper Networks (www.juniper.net) or connect with Juniper on X (Twitter), LinkedIn, and Facebook.

Learn more about Juniper NaaS

To learn more about Juniper NaaS, visit our website at https://www.juniper.net/us/en/solutions/naas-network-as-a-service.html.

Take the next step

Explore Juniper NaaS

Take a deep dive into our NaaS solution.

Learn more →

Facilitate AI-Driven Networking

Discover the NaaS enhancements to our AIOps platform.

Explore enhancements →

NaaS dashboard demo

See how simple it is to use the AI-driven NaaS dashboard.

Watch now →

www.juniper.net