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CASE STUDY

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First Choice Neurology, one of Florida's largest neurology groups with 60+ locations, was operating across inconsistent PBX systems, fragmented telephony setups, and varying hardware standards from office to office. This lack of consistency created operational challenges, increased long-term costs, limited feature adoption, and made support and management difficult across such a large multi-site healthcare environment.



By partnering with RemoteWorks and leveraging TELIN's comprehensive 3CX hosting, SIP trunking, SD-WAN resiliency, VPN connectivity, and white-label billing, First Choice Neurology successfully standardized communications across the entire organization. The multi-year modernization program consolidated dozens of independent systems into a unified, scalable communications standard, improving reliability and simplifying daily operations for physicians.

KEY POINTS

- △ Fully standardized communications across 60+ locations
- △ Unified 3CX platform delivering consistent features and user experience
- △ Redundant hosting and SD-WAN resilience for maximum uptime
- △ Significant cost reductions and simplified billing
- △ Improved ease of use for staff, physicians, and administrative teams

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Project Overview

Standardized Communications

Superior voice consistency across all locations

Maximum Uptime

Resilient network design with intelligent failover

Always-On Reliability

High availability for critical healthcare operations

Protected Voice & Data

Secure connectivity between all clinics and central systems

Project Details

Organization: First Choice Neurology

|Location: 60+ locations across Florida

|Sector: Healthcare | **Implementation**

Partner: RemoteWorks | **Timeline:** January 2020 – Ongoing

TELIN Services Used: One.Voice SIP Trunking, 3CX Hosting, VPN Connectivity, One.Demarc/SD-WAN, White-Label Billing



Expert Neurological Care You Can Trust

First Choice Neurology operates one of Florida's largest neurology-focused healthcare networks, spanning more than 60 offices, administrative centers, and specialty care sites. RemoteWorks—an IT services provider with nearly two decades of experience and deep, multi-year relationships across Florida—has supported First Choice Neurology's IT and communications needs over the long term.

As the organization expanded, office-to-office telecom inconsistencies increased. To modernize and standardize communications at scale, RemoteWorks partnered with TELIN to deliver a structured consolidation strategy centered on 3CX and TELIN's infrastructure and partner enablement model.

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The Challenge

First Choice Neurology's communications environment had evolved into a patchwork of legacy PBX systems, inconsistent telecom hardware, and separate phone infrastructures across locations. This created several challenges:

- **Fragmented PBX ecosystems:** Dozens of locations used incompatible systems, resulting in inconsistent user experiences and limited ability to enforce a unified standard.
- **Operational inefficiencies:** Staff and administrators faced different workflows from location to location, increasing training burden and reducing productivity.
- **Limited scalability:** Expansion and new office onboarding required repeat engineering work rather than repeatable templates.
- **High reliability requirements:** Healthcare operations demanded maximum uptime and resilient failover, particularly for critical locations such as call-center and flagship sites.
- **Security and connectivity needs:** Multi-site connectivity required secure design to ensure reliable voice routing and centralized management.
- **Billing complexity:** Vendor fragmentation and location-by-location telecom billing created administrative overhead and reduced visibility into total spend.

RemoteWorks needed a partner capable of supporting a long-term modernization program with the infrastructure, engineering depth, and scalability required for a multi-location healthcare enterprise.

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The Solution

RemoteWorks and TELIN designed a complete communications architecture built on standardization, scalability, and resilience—anchored on TELIN-hosted 3CX and carrier-grade SIP connectivity.

Core Infrastructure

TELIN 3CX Hosting

- Fully hosted by TELIN in secure Canadian data centers
- **Redundant secondary west-coast backup server** for resilience and failover
- Centralized corporate environment with support for hybrid deployment models
- Ability to deploy a mix of centralized and independent 3CX instances depending on location requirements

TELIN One.Voice SIP Trunking

- Carrier-grade SIP services across locations
- Optimized for 3CX performance and routing
- Managed via TELIN One.Console for simplified oversight

Secure VPN Connectivity

- VPN tunnels connecting First Choice Neurology locations directly to TELIN
- Secure inter-site communication supporting centralized hosting
- Reliable routing for corporate call center and satellite offices

Network Resilience with One.Demarc / SD-WAN

- Deployed at key locations, including the main corporate call center
- Intelligent failover and real-time monitoring
- Maintains continuity during internet instability or outages

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White-Label Billing

- Consolidated billing across dozens of locations
- Transparent invoicing for trunking, hosting, networking, and support
- Simplified administration for both RemoteWorks and the client

Implementation Approach

The rollout was executed as a multi-year, structured migration program designed to consolidate systems without disrupting clinical operations.

Pre-Deployment Engineering

TELIN supported RemoteWorks with:

- Centralized and distributed 3CX architecture planning
- Review of each office's PBX setup and migration path
- SIP trunk provisioning at scale
- VPN design for secure multi-site configuration
- Backup server setup and failover validation

Deployment Process

- Office-by-office migrations coordinated with RemoteWorks
- TELIN-provisioned 3CX instances deployed in batches
- SIP trunks connected and tested per site
- Phones registered and standardized across locations
- SD-WAN installed in flagship/critical sites
- Corporate call center integrated with satellite offices where required

Post-Deployment Support

TELIN continues to provide:

- Ongoing hosting and monitoring
- Continuous backup and redundancy management
- 24/7/365 escalation support
- Long-term scalability planning as new locations are added

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Roles & Responsibilities

TELIN

- 3CX hosting infrastructure (primary and backup environments)
- SIP trunking services and routing optimization
- VPN connectivity enablement and secure architecture support
- SD-WAN / resilience components through One.Demarc / Peplink
- White-label billing platform
- Engineering expertise and escalation support (24/7/365)

RemoteWorks

- Program leadership and multi-site coordination
- Office-by-office migration planning and execution
- Local stakeholder coordination across clinical and administrative teams
- Ongoing IT services and long-term operational support

First Choice Neurology

- Clinical and administrative readiness coordination
- Site access and operational scheduling for migrations
- Adoption, process alignment, and standardization enforcement internally

Impact & Results

The modernization initiative delivered measurable improvements across reliability, cost control, and operational simplicity.

Standardized Infrastructure	Lower Costs Across the Organization	Higher Reliability & Uptime
All locations now operate on a consistent communications standard, improving usability and reducing long-term support complexity.	Consolidation significantly reduced telecom spend and eliminated vendor fragmentation.	Redundant hosting plus SD-WAN failover improved continuity for healthcare workflows.

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Improved User Experience	Operational Efficiency & Self-Management	Scalable & Future-Ready Architecture
Physicians, staff, and administrators benefit from consistent tools and workflows across offices.	Standardization and training allow internal teams to manage key system functions more effectively.	The environment is designed to support continued expansion and onboarding of new locations.

Strategic Impact: TELIN and RemoteWorks delivered an enterprise-grade, healthcare-ready communications environment that enables First Choice Neurology to operate efficiently across 60+ locations with minimal downtime, simplified administration, and improved communications consistency. The success of this long-term deployment demonstrates that even complex multi-location medical organizations can unify telephony through phased planning, resilient infrastructure, and the right partner ecosystem.

Partner Impact & Business Growth

For RemoteWorks, the First Choice Neurology modernization program strengthened its position as a trusted long-term IT partner capable of supporting complex, multi-site healthcare environments. TELIN’s infrastructure, carrier-grade SIP services, resilience options, and white-label billing enabled RemoteWorks to deliver a scalable solution while simplifying long-term service delivery and billing management.

Future Opportunities

With a standardized 3CX and SIP foundation now in place, First Choice Neurology is positioned to extend communications capabilities across the network, supporting continued site expansion, workflow improvements, and future integrations that enhance patient and staff experience.



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Customer Testimonial

"The move to 3CX for this organization has provided many benefits in relation to standardization for the entire medical group. User adoption has been excellent, costs have gone down, and the added ease of use has been refreshing across all locations."

— RemoteWorks's Owner, Brad, Flaherty

About the Parties



RemoteWorks is a Florida-based IT solutions provider with nearly 20 years under the same ownership. The company supports SMBs, mid-sized businesses, healthcare organizations, and small enterprises with tailored IT services, infrastructure management, and turnkey technology solutions. RemoteWorks' long-term relationships and low turnover foster deep collaboration and seamless customer support.



TELIN is a leading telecom distributor and communications provider serving the USA, Canada, and Australia. Specializing in SIP trunking, 3CX hosting, VoIP hardware distribution, SD-WAN, and white-label billing, TELIN empowers MSPs and resellers with complete, pre-engineered solutions backed by world-class support and compliant infrastructure.

Ready to Modernize Your Communications?

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