

Corporate Service & Support

LodgeNet Healthcare's success is built on a consistently high level of service and support that starts at our corporate headquarters and extends throughout our field service network across North America.



EXPERT MONITORING AND MANAGEMENT



LodgeNet
Healthcare

To learn more
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Our Network Operations/Content Distribution group is responsible for circuit procurement and management, including proactive Internet circuit monitoring. The group employs leading edge technical diagnostic tools to quickly and efficiently resolve problems. The group is also responsible for our content distribution network, including our digital satellite distribution network.

Expert engineers monitor and manage Internet connection utilization, response time and availability from our state-of-the-art Network Operations Center (NOC). The NOC tracks the functionality of over 1,600 connectivity circuits nationwide using sophisticated monitoring and maintenance tools and "auto-alert" systems to receive notifications of problems – often well before your staff or patients notice any effect on service.

Quality Assurance Second To None

The LodgeNet Healthcare Quality Assurance team reports directly to the Senior Vice President of Technical Operations. In addition to installation follow-up inspections, this group is responsible for incoming and repaired parts inspection, documentation and technical standards, existing site audit inspections and project management.

Provider of the LodgeNetRX Interactive Patient Television System