



PTD CHAT

JULY 2020

PENTELEDATA'S
CUSTOMER NEWS

Partner in Business

AllSpire Health Partners, LLC

AllSpire Health Partners and AllSpire Health Group Purchasing Organization have a mission to harness and share the accumulated wisdom, talent, and resources of their integrated health system members. Their founding members include Atlantic Health System, Hackensack Meridian Health, Lehigh Valley Health Network, Tower Health, and WellSpan Health. AllSpire Health Partners, LLC is governed by a Board of Managers comprised of the CEOs of each member health system as well as representatives from each of the health systems' Boards.

In October of 2016, AllSpire launched its own regional group purchasing organization, AllSpire Health GPO, LLC (AH GPO). The goal of the AH GPO is to constantly drive toward minimized waste and hyper-efficient supply chain with price discounting and rebate driven cost savings. AH GPO provides a central structure and support team to assist each member's supply chain leadership in contracting with vendors. The support team includes Collaborative Project Managers in various product and service categories that interface with Value Analysis Teams of the same category across the member health systems. They ensure the greatest value in terms of highest quality goods and services at the lowest cost.

Why did AllSpire choose PenTeleData? Michael P. Forese, Senior Vice President, Finance and Operations, AHP & AH GPO, shared, "PenTeleData was already in place before I

joined the company. I had the option of choosing whomever I wish but stayed with them after an evaluation period. I really clicked with Mike in I.T. Services who is knowledgeable and a straight shooter. No political ambitions in him. We have developed a great working relationship with the rest of our PenTeleData team, Ted and Andrew, as well. When we needed to develop an IT structure and data security compliant platform from scratch, that was exactly the type of partnership we needed to get our platform to the finish line. We are owned by multi-billion health systems (collectively \$20 billion) so our infrastructure and platform had to pass the highest level of scrutiny."

One of the services PenTeleData is proud to provide AllSpire Health is a data backup solution. Since PenTeleData Backup Solutions is set up by I.T. Services to be automatic, there is no need for user interaction for backup to the cloud or local storage. Backups can be to PenTeleData's data centers in Palmerton, PA and to a second regional facility in a separate county. That way, they can quickly and securely restore data from a failure, virus, or even an accident.

Mr. Forese also mentioned, "PenTeleData's staff has been of the highest quality. Emergency work was always approached with the utmost urgency and customer service has been excellent. As with any endeavor when you start from scratch, we had some weird things happen, the reasons for which were not always readily apparent. We affectionally began to call them 'AllSpires'. As you can imagine we have quite a few 'AllSpires' during our journey.

When asked about the future, Mr. Forese responded "Nothing is static in the IT world. We were very lucky to have worked together with great foresight in developing an infrastructure that allowed a seamless transition to remote work during the COVID-19 pandemic and to develop the highest quality data security environment. Continuing to stay on pace with the trends and to adopt technology economically will be the key to future success."



In this issue

Page 1:

Partner in Business:
AllSpire Health
Partners, LLC

Page 2:

Manager's Desk...
I.T. Services: Backup
Solutions
What online content our
customers use the most

Page 3:

Thank you - Caring For
Our Community
Monthly Contest

Page 4:

I.T. Service Corner
Fun Facts
Contest Winner



Manager's Desk...

Dear Valued Customer,

Welcome to the summer edition of the "PTD Chat", our quarterly newsletter. I'd like to take this opportunity to thank all of you for trusting PenTeleData during the unprecedented recent months. We work hard to keep you connected for work, school, and with your friends and family.

I'd also like to thank our partners and staff. Our customers count on us to stay connected and you've made that possible. Our network statistics are proof that we've met and exceeded their expectations.

To all of you reading this, I wish you health and success in the days and months to come.

Thank you for your business and continued support.

Best regards,

Jaime Mendes
Vice President of Operations
PenTeleData

PenTeleData I.T. Services: Backup Solutions

The past few months have shown all of us how quickly our situations can change. If you manage your company's network, you know the importance of the critical information it contains. How would your business recover if you lost data like customer information, inventory, or financial records? Would you recover within a few days? Would recovery be relatively seamless and uneventful? If not, we can help. PenTeleData Backup Solutions is a personalized option for workstation, server and email backup and storage.

PenTeleData Backup Solutions are supported by our experienced and industry trained I.T. Services Team. Our state-of-the-art server facilities are in Palmerton, PA and have a backup site. We set-up automatic transfer of your data between physical, virtual and cloud servers with secure encryption to quickly restore data from failures, viruses, and unexpected events. Our personalized solutions offer generous storage options.



What Online Content Have Our Customers Been Using the Most?

During the month of May, the top three providers on our network are Netflix (43%), Google (30%) and Facebook (12%). Video accounts for 76% of total network traffic followed by Social Media at 9% then Gaming at 6.8%.

We cache (pronounced "cash") content on our servers, which means we save content locally to speed up access to data and reduce demand on our network. For example, if you download a movie from Netflix, it is saved on our servers so that the content is readily and quickly available for the next Netflix user who requests the same movie.

Thank You to The Employees and Businesses that Care for Our Communities

One of the benefits of being an Internet provider is that we serve and interact with all types of people and companies. This was always important to us, but recently, it also gave us some insight as to the large number of mission-critical customers we have. YOU keep our communities fed, safe, and healthy.

To the large number of workers who work on the front lines, including first responders, healthcare workers, truck drivers, food producers, retail staff, and everyone else who dedicates their time and efforts for the greater good, thank YOU! We appreciate your hard work.



Contest

July 2020:

PenTeleData is giving one lucky winner a \$50 Amazon Gift Card.

How to play:

Rack your brain and figure out the answer to the brain teaser below.

Then send us an e-mail with your full name, address, daytime telephone number (where we can contact you), and the answer to the brain teaser below, to chat@corp.ptd.net All entries must be received by 7/31/20.

Good Luck! PenTeleData

Brain Teaser:

You can hold it without using your hands or your arms. What is it?

540 Delaware Avenue
PO Box 197
Palmerton, PA 18071
www.penteledata.net
www.ptd.net | 1.800.281.3564

We Were Prepared

The PenTeleData network connects residences and businesses across our footprint to anywhere around the world. Now more than ever, our services are crucial to the communities we serve. Our region's health networks depend on us to provide continuous, reliable phone and Internet service so they can best serve their patients. Small businesses, school children, and our work-from-home neighbors require our services to stay connected to their businesses and education.

The recent virus prompted questions and concerns about the capability of our network and our ability to handle the increased backbone and feed capabilities that would become necessary. Luckily, we built our network to handle well above and beyond typical usage. Still, we further prepared with an overabundance of caution:

We reached out to all our Direct Internet Access (DIA) providers to verify our transit connections were capable of the contracted speeds.

We staged for additional capacity.

- > We reached out to vendors and broadband partners to ensure they had needed capacity.
- > We prioritized upgrades to address any capacity concerns.

In short, we didn't anticipate any interruptions related to utilization.

- > Any interruptions due to hardware failure or other routine events were addressed as they would normally.
- > We always stock spares so that we don't need to rely on a hardware vendor to deliver them when needed during an outage.

As always, we monitored the situation and worked closely with our customers and vendors to address any concerns.

Thank you for your business and continued support of PenTeleData. We appreciate your trust.



Fun Facts

Time zones of a country include that of dependent territories (except Antarctic claims). France has the most time zones with 12. On March 28, 2010, Russia eliminated two time zones, going from 11 to 9, but still has the most contiguous time zones.

Shark skeletons are very different from those of bony fish and terrestrial vertebrates. Sharks and other cartilaginous fish (skates and rays) have skeletons made of cartilage and connective tissue. Cartilage is flexible and durable, yet is about half the normal density of bone.

Prescription bottles come in several different colors, the most common of which being orange or light brown due to its ability to prevent ultraviolet light from degrading the potentially photosensitive contents through photochemical reactions, while still letting enough visible light through for the contents to be seen.

Low-level clouds lie below 6,500 feet (2,000 meters). Meteorologists refer to them as stratus clouds. They're often dense, dark, and rainy (or snowy) though they can also be cottony white clumps interspersed with blue sky. The most dramatic types of clouds are cumulus and cumulonimbus, or thunderheads.

The Golden Gate Bridge's clearance above high water averages 220 feet (67 m) while its towers, at 746 feet (227 m) above the water, were the world's tallest on a suspension bridge until 1998 when bridges in Denmark and Japan were completed.

WINNER

April 2020 Contest Winner

**Congratulations to Kathy Nicholls of New Ringgold, Pa.
Kathy was the winner of a \$50 Amazon gift card.**

QUESTION: Feed me and I will live, but give me a drink and I will die. What am I?

ANSWER: a fire