

APLA Health deploys high-speed fiber to better assist people in crisis

Overview

- APLA Health sought to transform their service model across Los Angeles County using cloud technology.
- To enable clients to share information online, sizable WiFi bandwidth increases were needed.
- To better manage ongoing service issues, having a single, responsive internet access provider was vital.

Outcomes

- APLA Health expanded bandwidth for cloud adoption with Dedicated Fiber Internet.
- Clients now enjoy highly personalized, remote service from their devices.
- Greater connectivity facilitates coordination of a broad range of health services.

Why it matters

- Online services are critical to the mission of serving a diverse community.
- Patients no longer must travel long distances to consult with therapists.
- The scalability of fiber technology enables APLA Health to expand more quickly.

How connectivity channels hope and caring service

APLA Health has been serving the diverse needs of people living in Los Angeles County for over 40 years. Started in 1983 as an outreach and advocacy organization for AIDS patients, the non-profit agency expanded over time to assist the city's homeless population and people living below the poverty line.

Currently APLA Health comprises six health clinics and 14 total locations.

"Just between medical, dental, behavioral health and sexual health services, we serve some 30,000 people a year," says Donny Fan, Chief Information Officer, APLA Health. "Managing such demand requires connectivity."

So APLA Health could make their broad array of services more available by utilizing advanced fiber connectivity, Fan reached out to Spectrum Business.

Says Sino Saraei, Major Account Manager, Spectrum Business: "APLA Health is a great organization that sets out to do just about everything for its community. What they needed was a solution to help them achieve just that."

Seeking solutions in the cloud

APLA Health today helps a multitude of people living with physical, mental or economic challenges. This commitment requires new thinking.

"I wanted to change the environment at APLA Health, to bring it up to current technology trends by moving things off-premises and doing the whole digital



Founded in 1983, APLA Health has been focused on meeting the diverse needs of people living with HIV/AIDS as well as other life challenges.

Customer profile

APLAHealth

Company

APLA Health

Industry

Healthcare

Services

Dedicated Fiber Internet

CASE STUDY APLA Health deploys high-speed fiber to better assist people in crisis

transformation into the cloud,” Fan says. “To do that, I needed better connectivity.”

Spectrum Business set up a network of high-speed fiber circuits, two for each of the six main APLA Health locations. This dual-circuit setup incorporates SD-WAN (software-defined wide area network) technology, across which cloud-based software solutions are accessed.

“One of the most critical pieces of going with Spectrum Business was being able to connect our APLA Health clinics via SD-WAN.”

— Donny Fan, Chief Information Officer, APLA Health

The network comes with 24/7/365 support and a service-level agreement guaranteeing 100% uptime. The ability to scale up bandwidth to accommodate increased need is another advantage of using [Dedicated Fiber Internet](#).

Expanding outreach with connectivity

Two Dedicated Fiber Internet circuits were installed at each APLA Health clinic as well as the organization’s headquarters, along with backup circuits. High-speed broadband was incorporated at nine locations, providing bandwidth for guest WiFi at food clinics and assisted housing locations.

“Spectrum Business saved me a lot of headaches because I only have to deal with one person,” Fan says. “At the same time, I now have an SD-WAN set up so APLA Health can move into the cloud with the redundancy I need to all locations.”

Leveraging SD-WAN, the network brings together every APLA Health office across Los Angeles County, from Long Beach to Baldwin Hills to their newest medical clinic in West Hollywood.



The powerful capacity delivered by Dedicated Fiber Internet circuits allows APLA Health staff members to consult with patients virtually.

“Being able to talk with people online is not only a convenience, but also a comfort for those who don’t have a car and feel vulnerable traveling long distances by public transit,” Fan notes.

Combining convenience with privacy

From being a conduit for unified voice services run over the cloud to facilitating the instant transfer of electronic health records (EHR), Dedicated Fiber Internet connectivity helps APLA Health organizationally in many ways.

Most immediately, the new connectivity enables APLA Health to reach people via mobile devices, enabling patient contact that is both more convenient and discrete.

People helped by APLA Health speak many languages, including Spanish, Mandarin, Korean, Farsi, Haitian Creole, Amharic and American Sign Language.

“We now have a more active online presence leveraging our internet connectivity with Spectrum Business. The result is service that makes it easier for our patients and clients.”

— Donny Fan, Chief Information Officer, APLA Health

For them, seamless connectivity has the additional benefit of enabling use of an online translation service, Voyce.

One provider connecting every location

In the first year of their new connectivity, APLA Health migrated from many on-premises software packages to a unified Microsoft Office 365 service platform.

Having all their offices connected remotely simplifies the dissemination of vital EHR and prescription information.

Connectivity also enables a multitude of important innovations, from a unified patient portal to waiting room check-in kiosks to dental X-ray scans.

“At APLA Health, we have a lot of challenges to focus on,” Fan says. “Connectivity is the one thing I don’t worry about at night or think about all that often, because it is always running. Having that peace of mind is something I am very happy about.”

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