



Sharper Vision Starts with Stronger Connectivity

Digi reinvents USB connectivity for telehealth.

Overview

A leading telehealth provider relies on USB-connected peripherals for remote eye exams. However, rapid growth exposed critical connectivity challenges, impacting efficiency and scalability.

Challenge

Despite the system's success, rapid growth and network expansion uncovered persistent issues:

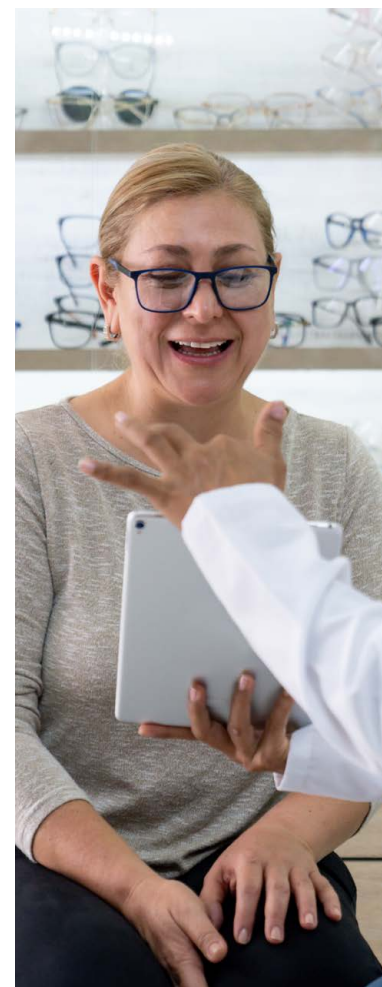
- **Unstable USB connections** required frequent manual resets, leading to downtime
- **Compatibility issues** arose with Surface Pro tablets lacking USB-A support
- **Inconsistent performance** from retail-grade USB hubs caused disruptions
- **Scalability concerns** as daily exams grew beyond 3,000+
- **Increased IT support needs**, leading to operational inefficiencies

Solution

Digi deployed **Digi AnywhereUSB® Plus** remote USB hubs, **Edgeport** serial-to-USB adapters, and **Hubport** USB hubs to stabilize connections and ensure seamless device integration across multiple locations.

Outcome

With 1,600+ units standardized across 840 locations, the provider eliminated disruptions, reduced downtime — saving time and resources — enhanced patient experience through faster exams, and built a future-ready telehealth infrastructure for continued growth.



Explore Our [USB Connectivity Solutions](#) 

Digi LifeCycle Assurance: Enhanced Service and Support Now Included on Qualifying Devices

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