



dedicated IT



CASE STUDY



**ORTHOPEDIC
ASSOCIATES**

BUSINESS SITUATION

The IT firm managing OA was not responding quickly to support requests. Small issues were turning into big problems and eventually causing outages. The core infrastructure was significantly outdated, lacking important patching, software and security updates, and more. Support demands were continuing to build, and the IT needs were gradually getting out of hand.

COMPANY PROFILE

Since 1968, OA has remained a leader in the diagnosis and treatment of orthopedic injuries and issues, with cutting-edge facilities and technology and expertly skilled physicians.

- ✓ OTHOPEDICS
- ✓ 7 LOCATIONS
- ✓ 12 PROVIDERS
- ✓ 1X FTE IT PERSON
- ✓ 200 EMPLOYEES
- ✓ 2019

KEY SERVICES



IT STAFFING



CO/MANAGED IT



SERVICE DESK



STRATEGY & MORE

KEY BENEFITS

1

RESPONSIVENESS IS KEY TO STAFF SATISFACTION

On-site staffing of a Dedicated IT resource was a game changer. The ability to triage issues, solve small problems immediately – before they became big problems – all while having a full technology team available for escalation streamlined the support process and greatly improved the end-user experience.

2

TAMING THE TECHNOLOGY

The core infrastructure – on which all their core systems live – had over 350 unapplied patches related to security, stability, performance and features. It had been months or longer since any regular maintenance was performed. Their core firewall was a tragically undersized, small office firewall trying to support a large corporate office with multiple tenants and many remote offices and non-trivial VPN traffic.

3

SINGLE NUMBER TO CALL

On-site or off-site, Dedicated uses the same support phone number and same support infrastructure. Intake and interaction with the client's team is consistent. When their local resource is on vacation, there is no procedural change. The OA Hawaii team may not even the local resource is unavailable because most problems are solved by the mainland team anyway. It would only be hands-on tasks that would need to be rescheduled.

4

MAJOR REDUCTION OF SUPPORT REQUESTS

For the nine months before Dedicated IT took over, OA was averaging 268 support cases a month. Since taking over, that has been reduced to 138 support cases a month. Their technology problems have been cut in half and the feedback we are receiving is Dedicated IT is far more responsive than their previous three technology supporters.



EMR + SERVER HOSTING



SERVICE DESK & CO-MANAGE IT



OFFICE 365 + M365



HIPAA COMPLIANCE



CYBER SECURITY & PRIVACY



STRATEGY & TRAINING

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