



**dedicated IT**



**CASE STUDY**

**SENIOR**  
Health Associates

**BUSINESS SITUATION**

- The business was growing quickly and needed a better IT partner to help scale with the demand.
- Servers were outdated and operating systems noncompliant.
- Technology and compliance gaps were preventing efficient and budget aware progress.
- Needed a partner who was forward thinking could road map issues while delivering positive results.

**COMPANY PROFILE**

Senior Health Associates is South Carolina's leading provider of home based geriatric primary care. We take an active approach to our patients' health looking for ways to prevent illness and keep our patients functioning at the highest possible level.

- ✓ SENIOR LIVING
- ✓ 1X FTE IT PERSON
- ✓ 1 LOCATION / RWF
- ✓ 26 EMPLOYEES
- ✓ 5 PROVIDERS
- ✓ 2020

**KEY SERVICES**



SERVICE DESK



OFFICE 365

# KEY BENEFITS

# 1

## ESTABLISHED A ROADMAP THAT ADDRESS PRESENT AND FUTURE NEEDS

Dedicated IT developed and implemented a 3-year roadmap for SHA to proactively address technological gaps and create solutions that scale indefinitely with their business needs.

# 2

## IDENTIFIED AND REMEDIATED SUPPORT AND COMPLIANCE GAPS

Dedicated IT identified technology and compliance deficiencies for SHA and remediated them through replacing the onsite tech with Dedicated IT's Service Desk while working to find the best Dedicated IT tech to function full-time onsite.

# 3

## REDUCED COSTS WITH CORRECTED TECHNOLOGY

Dedicated IT found that SHA was overspending on physical servers and licensing and was able offer state of the art cloud solutions that enhance both security and work efficiency.

# 4

## BETTER MANAGEMENT, LESS COMPLEXITY

Dedicated IT was able to save time on new employee hire/offboarding by simplifying the process and eliminating complicated end-user management such as VPNs and corporate firewalls.



**EMR + SERVER  
HOSTING**



**SERVICE DESK &  
CO-MANAGE IT**



**OFFICE 365  
+ M365**



**HIPAA  
COMPLIANCE**



**CYBER SECURITY  
& PRIVACY**



**STRATEGY  
& TRAINING**

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