



dedicated IT



CASE STUDY



BUSINESS SITUATION

With growth in the horizon, Southeastern Retina Specialists was looking to partner with an IT company who not only was able to provide ongoing support needs but understood their business specialty and Nextech EMR. Connectivity was a problem. Internet stability between offices was slow and unreliable, and required unnecessary complex steps. Hard to do any work when you're constantly getting kicked off computers.

COMPANY PROFILE

Southeastern Retina Specialists is a multilocation, FL and GA based Ophthalmology practice who met Dedicated IT at Nextech Edge conference.

- ✓ OPHTHALMOLOGY
- ✓ 7 MULTILLOCATION
- ✓ SINCE 2018
- ✓ 50 EMPLOYEES
- ✓ 3 PROVIDERS

KEY SERVICES



HOSTING & PRIVATE CLOUD



SERVICE DESK



HIPAA COMPLIANCE



M365

KEY BENEFITS

1

MOVED FROM LOCAL SERVERS TO NEXTECH CLOUD.

Dedicated IT helped with migrating the practice's local instances of Nextech into Nextech's Cloud. From data migration, scanning, printing, and many other workflow changes, all offices were operational and up and running without any major issues.

2

LIFE AFTER NEXTECH CLOUD MIGRATION. WHAT ABOUT EVERYTHING ELSE?

Each staff member received an always-on and up to date environment to perform daily functions – Accessing Nextech and other line of business applications without any limitations on which department they're in, where they're at, or even what device they're using.

3

INCREASING RESPONSE TIME = BOOSTING STAFF ENGAGEMENT

With Dedicated IT's service desk, staff are now able confident when reaching out with questions, issues, and self escalated urgent needs.

4

NETWORK OVERHAUL

With a handful of remote locations, internet and network reliability was an important factor. Dedicated IT implemented a roadmap and executed a full network refresh – Increasing reliability, security, and peace of mind.

SERVICES PROVIDED

- ✓ CONSOLIDATION
- ✓ HIPAA
- ✓ COMPLIANCE
- ✓ LICENSING
- ✓ EMR MIGRATION
- ✓ HOSTING
- ✓ DATA
- ✓ PROTECTION
- ✓ SECURITY
- ✓ OFFICE 365
- ✓ SUPPORT
- ✓ SERVICE DESK
- ✓ TECHNOLOGY
- ✓ ROADMAP
- ✓ VENDOR
- ✓ SUPPORT
- ✓ NETWORK
- ✓ REHAUL
- ✓ DOCUMENTATION
- ✓ REMOTE ACCESS
- ✓ SERVICE DESK

AND MORE +

   



**EMR + SERVER
HOSTING**



**SERVICE DESK &
CO-MANAGE IT**



**OFFICE 365
+ M365**



**HIPAA
COMPLIANCE**



**CYBER SECURITY
& PRIVACY**



**STRATEGY
& TRAINING**

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