CompuTech City
"City With Solutions"

SUCCESS STORY

Quick Response and Managed Services Helps Ensure Smooth HIT
Operations for Busy Psychiatric Practice

Customer Requirement

The client is an established psychiatric practice specializing in interventional psychiatry in Central Florida. The client first contacted CompuTech City in the fall of 2011 when they experienced network challenges that negatively impacted the productivity of the clinical and office staff.

The customer wanted to outsource their IT support, which up until then had been managed in house by the provider and his practice administrator.

♦   24/7 network monitoring

♦   After hours preventative maintenance on all covered equipment including the server, work-stations, and laptops. After hours maintenance ensures the practice is operational during business and patient contact hours. CompuTech City has a team of technicians who will conduct all preventative work including updates, patch application, and the updating of security measures after hours so as not to interrupt the staff's productivity during operating hours.

♦   Rapid redesign of the office's IT network to enhance security, improve reliability, and to bring the network hardware up to the latest standards ensuring HIPAA compliance.

♦   Server and workstation management ensuring proper performance and authorized access, on-demand, to PHI and other critical data and applications.

♦   Unlimited remote and onsite support from our highly skilled engineers and technicians.

♦   Advanced IT consulting and budget planning from Central Florida's only HITPro Certified IT service provider.

♦   Hardware sales and HIPAA compliance retirement of decommissioned hardware.

In addition to our managed service support, CompuTech City worked closely with the client on the successful implementation of the dictation application Dragon which was purchased through CompuTech City.

CompuTech City's Solution

After a competitive bid process, the client selected CompuTech City as its managed service provider, charged with ensuring the practice's continual uptime in accordance with accepted SLAs. Having selected CompuTech City's Premium Managed Service plan, the company was immediately assigned over 20 highly skilled technicians and system engineers who would provide a host of HIPAA compliant IT services including:

At a Glance

**Single Provider
Psychiatric Practice**

**What the client has to
say about CompuTech City**

"Your tech team is taking good care of us! Once when I wasn't here and my staff called to notify me on an issue called me, I knew we were in "trouble" as our hard drive was failing. I had her call over to CompuTech City and they dispatched a tech immediately. They were onsite within 15 minutes of our call!!! That was as great response!"

**MS
MANAGED SERVICES**

Get Proactive! Call Us TODAY!

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