

CASE STUDY

Exceptional Project Management Expedites a Healthcare Provider's Platform Migration

BACKGROUND

Many small businesses do not have the resources or expertise required to effectively manage their IT needs. As a result, many look outside their own organization for help in augmenting these services. The results from these types of partnerships can differ greatly. Many IT service firms operate as single person entities and thus are unable to address all the needs of a small organization in a constantly changing technical environment. But, NetCenergy has the expertise to fulfill these important needs and keep your business on the right path so you can focus on your business.



THE PROBLEM

The healthcare provider's planned migration from one platform to another was hitting delay after delay. The physicians were losing their patience, particularly as they continued to add new patients. The existing IT support firm was supposed to be assisting the project, but clearly did not have the expertise to handle this type of migration. The ongoing delays and issues were costing the practice as duplicate services were running, and the time, overall service, and costs were unacceptable. After the sixth month mark passed from the original go-live date, the office manager needed a new solution – and fast – and reached out to NetCenergy for an assessment of their current situation.



THE SOLUTION

The NetCenergy team met with the CEO and doctors to detail the scope of the project along with their concerns and expectations to complete the project as quickly as possible. After the meeting, NetCenergy embarked on a full technical assessment.

As with all projects, the NetCenergy team approached this engagement from a business operations perspective first. Once the team understood the business goals and needs of the client, NetCenergy focused on how technology could support that mission. The technical assessment included a review of the practice's current environment and conversations with other vendors involved to learn their current status and outstanding needs. The team also identified the reasons for the delays and worked with all parties to put together a new work plan. Due to NetCenergy's "Business First" approach and project management capabilities, the provider's migration was completed within three months.



THE RESULTS

Today the practice is running smoothly on their new platform, which has eliminated redundant licensing and ISP service costs. Through a comprehensive approach to the problem, NetCenergy not only achieved results, but also created significant cost savings that paid for the integration project itself. Now that the staff is able to interact easily with only one provider, patients receive optimal care. Additionally, through NetCenergy's eNCompass program, the IT support needs for the physician group's staff at all 7 locations are covered for a fixed monthly fee. This encourages the staff to call whenever they have a question or concern, knowing that each call will not generate more charges to the practice. Individuals at the practice also receive NetCenergy's quarterly security awareness training, which, when coupled with state-of-the-art security tools, provides the doctors with peace of mind that their systems are efficient, secure, and compliant with all healthcare regulations for data security.

ABOUT NETCENERGY

NetCenergy is comprised of a team of information technology professionals based in Cranston, Rhode Island and available to service the needs of businesses and organizations in Rhode Island, Massachusetts, and Connecticut. Founded on break/fix and project-driven solutions, we've evolved into a fully managed service provider, proactively monitoring and managing each client's infrastructure with the latest advancements in technology. Giving our clients reliable and consistent support, we offer solutions that are customizable and scalable to your industry and business needs, ensuring our clients get the most value out of their I.T. solutions. We design solutions for each client's future initiatives and long-term business goals.

