

Rely on streamlined, proactive IT Support and increase focus on providing superior patient care.



ABOUT THE CUSTOMER

A Virginia-based, medium-size Dermatology practice was looking to focus on providing the best possible care to patients, along with an enhanced experience for patients and their families, without having to divert time and resources to hire in-house IT personnel.

Recognizing the usefulness of leveraging an IT Managed Services Provider (IT MSP), the client had previously hired a local IT MSP vendor.

However, it became apparent that the selected vendor was not providing the appropriate level of robust, proactive services – so the practice decided to look elsewhere.

CASE STUDY SNAPSHOT

The Challenge

- Improve the existing IT Support model and forecast future IT needs.
- Develop Disaster Recovery and Business Continuity Plans.
- Ensure security and privacy of confidential patient records.
- Handle IT Support needs for two offices.

The Solution

- After assessing the current environment, Xerox IT Services proposed proactive solutions and services to stabilize the client's IT platform and develop a Future IT Roadmap to negate the need for internal IT resources.
- Provided a secure and flexible solution to safeguard patient records.
- Included data protection, enabling the practice to quickly recover data in the event of an unplanned outage.

The Results

- Full integration into the practice's IT management structure, with proactive service at every turn.
- Xerox IT Services spends time onsite overlooking the practice's IT needs, preempting most reactive break-fix calls.
- Data protection that meets strict HIPAA regulations.
- New, high-speed wireless network to enhance the waiting room experience for patients and their families.

Find out more at [xerox.com/it-services](https://www.xerox.com/it-services)