

CASE STUDY

Care Center Saves \$75,000 Annually with Managed IT Services and Helpdesk Support Across Multiple Locations

INDUSTRY
Healthcare

LOCATIONS
South Florida, 9 sites

ORGANIZATION
Memory Care Center

SOLUTIONS
**Managed IT Services
IT Project Work**



Healthcare Centers IT & HELPDESK SUPPORT

INTRODUCTION

Alzheimer's disease is excruciating for any person who suffers from it. It's often equally so for their families. As a memory care center, this Visual Edge IT customer provides resources and services for patients afflicted with Alzheimer's disease (and related disorders), as well as for family members who serve as caregivers.

The care center employs 120 staff and operates nine clinic locations throughout Palm Beach County, Martin County, and St. Lucie County, Florida.

SITUATION

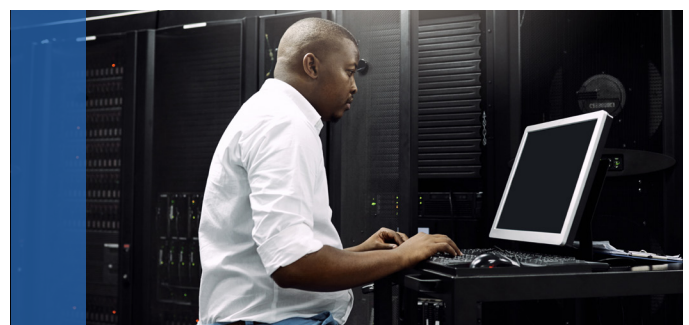
Limited internal IT resources

Among staff, most are clinicians and healthcare professionals, along with administrative personnel. But

beyond the center's IT director, hiring and maintaining qualified internal IT resources was a constant problem — especially in managing the organization's multi-site IT infrastructure.

Single-source Engineering and Managed IT Services, a viable solution

This made the Managed IT Services from Visual Edge IT a viable solution to strengthen IT services for the care center's multiple locations. Also since implementation, our single-source model for managed IT services and related engineering resources has allowed the center to forego hiring an internal full-time IT staff member, saving the company \$75,000 annually.





Business leaders' top drivers for MSP adoption:

- 1) Cost savings, 2) Increased security,*
- 3) IT budget control,*
- 4) More economical than hiring internal staff.*

Infrascale, 2021 SMB and Mid-Market Business Executive Survey

SOLUTION

Visual Edge IT worked with the memory care center's IT director to assess their existing IT infrastructure and identify organizational pain points. One immediate need was a centralized Helpdesk to assist with everyday IT issues at each of the center's 13 clinic locations.

Other needs going forward included improving network and data security, implementing a backup and disaster recovery solution for data and operations, and working toward achieving HIPAA compliance for patient information.

RESULTS

Improved operational efficiency, user productivity

Based on the care center's priorities and IT assessment, the Managed IT Services strategy from Visual Edge IT first provided a complete Helpdesk solution for all clinics and staff. The rapid response services across their organization have since enabled the care center to realize significant improvements both in operational efficiency and user productivity.

Greater focus on IT infrastructure projects

The new Helpdesk services have additionally freed up the center's IT director to focus on higher level IT needs. In conjunction, Visual Edge IT continues to provide engineering resources for larger infrastructure refresh projects throughout the organization.

Enhanced network security, backup, disaster recovery

To date, in addition to Helpdesk services, Visual Edge IT solutions have vastly improved efficiency and security of the care center's network. Critical data and operations are also now fully protected with an advanced backup and disaster recovery solution. These measures have combined to move the company closer to achieving HIPAA compliance.

\$75,000 annual savings

In lieu of hiring internal IT support staff Visual Edge IT's Managed IT Services for Helpdesk and engineering resources have allowed this small business to save approximately \$75,000 a year.

NEXT STEPS

Visual Edge IT will continue to support this memory care center with these and other IT services.

Helpdesk for continued support at all locations.

Infrastructure engineering and IT management.

Ongoing equipment support per managed IT services.

Network administration from assigned experts.

Installation/configuration services for any new offices.

24/7 monitoring of network, servers, and endpoints.

Visual Edge IT works with organizations to achieve their goals by developing an effective technology strategy, managing projects and infrastructure, and providing on-going service and support.

Contact us to discuss your needs and our services.

VISUAL EDGE IT
(800) 828-4801
learnmore@visualedgeit.com
www.visualedgeit.com
LinkedIn: @visualedgeit
Instagram: @visualedgeit