

CASE STUDY:

EMPOWERING A NON-PROFIT MEDICAL CENTRE THROUGH TECHNOLOGY

By Empire Technologies

Introduction

Background: Empire Technologies, a leading Managed Service Provider, specializes in offering tailored IT solutions across various industries. Our commitment is to deliver cutting-edge technology solutions that drive efficiency and growth.

Client Profile: Our client, a non-profit Medical Centre, plays a crucial role in the healthcare sector, providing essential medical services to the community. Their dedication to health care is unparalleled, but they faced significant technological challenges.

Problem Statement

Initial Challenges: The Medical Centre was operating with an outdated IT infrastructure. Their server, a virtual machine running Windows Server 2008 R2, was severely limited in memory, CPU, and disk space. This not only hindered their day-to-day operations but also posed risks due to the unreliable backup system.

Software Compatibility: A critical issue arose with their core application, Best Practice Software - Practice Management Software, which was incompatible with the old Windows server environment. This incompatibility threatened their ability to continue receiving support from the software vendor and jeopardized their Medicare payments.

Time Constraint: The Centre was under a strict three-week deadline to upgrade to the new version of the software to maintain support and Medicare compliance.

Solution Strategy

Partnership with Microsoft: Recognizing the Centre's non-profit status, we leveraged a \$3,500 credit donation from Microsoft. This funding was instrumental in building a robust solution.

Infrastructure Overhaul: Our team designed and implemented a comprehensive cloud infrastructure in Azure. This included:

- A new server setup with enhanced capacity.
- Robust security measures and VPN access for seamless doctor connectivity.
- A reliable and efficient backup solution.

Implementation

Migration Process: We meticulously migrated the Centre's data to the new cloud environment. The process involved careful planning to ensure minimal disruption to their services.

Software Upgrade: The Centre's software was upgraded to the latest Best Practice Software, Windows, and SQL versions. This upgrade not only resolved the compatibility issues but also offered new functionalities.

Outcomes

Improved Performance: The new infrastructure significantly improved the Centre's operational efficiency, with faster processing times and greater data handling capabilities.

Enabling New Features: The expanded server capacity allowed the Centre to enable additional features and integrations from Best Practice Software, enhancing its service delivery.

Reliability and Support: The Centre now enjoys a reliable IT environment with ongoing support, ensuring it can focus on its primary goal of providing excellent medical care.

Conclusion

Impact on the Medical Centre: This technological transformation has been a game changer for the Medical Centre. They now operate with a state-of-the-art IT infrastructure that not only meets their current needs but is scalable for future growth.

Future Outlook: Empire Technologies remains committed to supporting the Centre as it explores new technologies and opportunities to enhance its services further.