

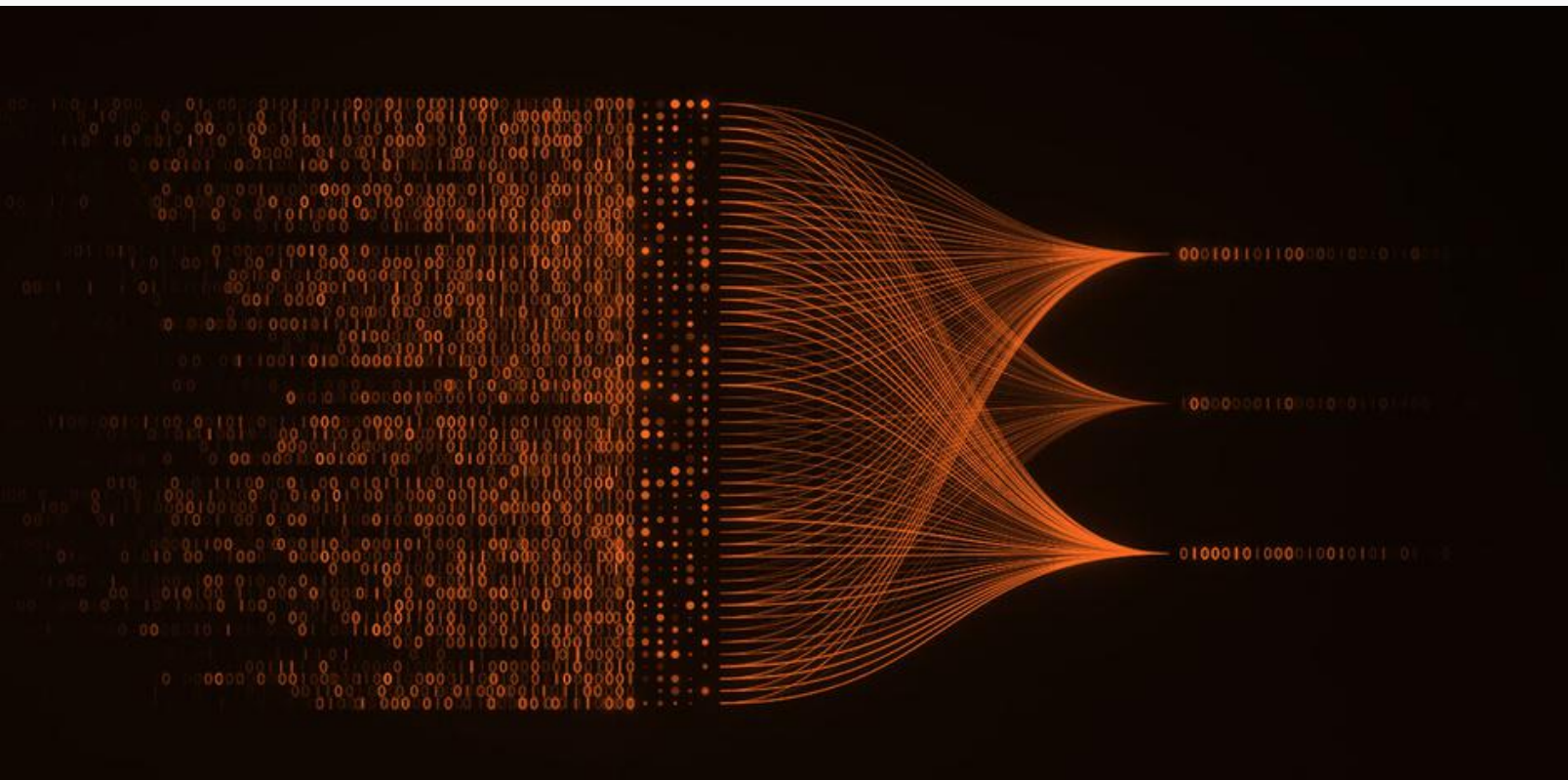
Case Study

Practice Management Software. Empowering a
Non-profit Medical Centre Through Technology.



Prepared by :

Empire Technologies Cyber Security Engineers



Practice Management Software. Empowering a Non-profit Medical Centre Through Technology.

INTRODUCTION

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

Keep your systems updated

Keeping your systems updated is crucial for cyber security as it ensures that you have the latest protections against emerging threats. Software updates often include patches for vulnerabilities that cybercriminals can exploit to gain unauthorised access, steal data, or disrupt operations. By regularly updating your systems, you minimise the risk of security breaches and enhance your defences against malware, ransomware, and other cyber attacks. Moreover, updates frequently improve the overall performance and stability of your systems, contributing to a more secure and efficient IT environment.



IT Support and Cyber Security



<https://www.empiretechnologies.com.au/>



Sydney, NSW | Melbourne, VIC | Brisbane, QLD | Adelaide, SA | Perth, WA

BACKGROUND



The Medical Centre was operating with an outdated IT infrastructure.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.

CHALLENGE



The company faced several immediate challenges:

- **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

Empire Technologies

1

Partnership with Microsoft:

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



2

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.

3

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.

RESULTS



- 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.

Practice Management Software. Empowering a Non-profit Medical Centre Through Technology.

Empire Technologies Technological Transformation

CONCLUSION

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

Call to Action

Contact Empire Technologies today to learn how our expert services can safeguard and optimise your operations and ensure you are prepared for any incident.

We take pride in our ability to provide tailored solutions that meet the unique needs of each client, ensuring their success in an ever-evolving digital landscape.

Find us.



<https://www.empiretechnologies.com.au/>
1300 754 718



IT Support and Cyber Security



<https://www.empiretechnologies.com.au/>



Sydney, NSW | Melbourne, VIC | Brisbane,
QLD | Adelaide, SA | Perth, WA



IT Support and Cyber Security

<https://www.empiretechnologies.com.au/>

Sydney, NSW | Melbourne, VIC | Brisbane, QLD | Adelaide, SA | Perth, WA

Cyber security • Essential Eight Experts

TRUSTED BY SOME OF THE WORLD'S LEADING ORGANISATIONS.



Empire Technologies started as a team of passionate individuals with a common goal: to empower businesses through technology. Today, we are a trusted partner offering technology solutions to businesses across Australia. Our experienced team understands the intricate needs of businesses and provides seamless operations. We take complete ownership of maintaining and supporting the solutions we deploy, ensuring our clients achieve their business objectives.

Thank You

FOR YOUR TIME

We are here to help you, count on us.

