



CASE STUDY: PAIN SPECIALISTS OF AMERICA

Moving from a Managed Services Provider to Internal IT Management for maximum security and business optimization.

AT A GLANCE

Challenges

- Lack of transparency and cost management
- Poor server utilization
- No administrative privileges
- Longer downtime and lost productivity

Benefits

- Complete internal management of IT systems
- Licensing and advisory support
- Reduced IT costs
- Implementation of extra tech solutions
- Improved IT security



"We realized our MSP was causing more harm than good. We had no control over our IT infrastructure and they were blocking our staff from making necessary changes. That's when we turned to 360 Visibility. With their help, we were able to take control of our IT needs and improve our security posture. I highly recommend them to any organization looking to do the same."

Robert Stringham

Vice President, Business Operations,
Pain Specialists of America



OBJECTIVE

Pain Specialists of America (PSA) is a medical practice that specializes in pain treatment. It has been in operation for more than a decade and has grown into a leading provider of pain management services in the United States. PSA's IT infrastructure is critical to the smooth operation of their business. This is why it has always relied on Managed Services Providers (MSPs) for its IT needs. However, after experiencing issues with their MSP, PSA decided to move to internal IT management.

SOLUTION

After understanding the several issues PSA had with their MSP - including lack of transparency and cost management, and not offering administrative privileges - we recommended they manage their IT needs internally.

We worked closely with PSA's IT staff to ensure they had the necessary training and support to manage their own IT infrastructure. Plus, we provided licensing support and ongoing advisory services.

We were also able to implement additional technologies including Microsoft Intune for device management; Microsoft Defender for Endpoint to protect workstations and servers; and Datto for Microsoft 365 to protect critical data from loss or corruption.

BENEFITS

Greater Control

By managing their IT needs internally, PSA had full control over its systems. They also had the ability to respond quickly to any issues that arose and take immediate action to address any issues. There was no downtime, nor negative impact on business operations.

Improved Security

PSA were able to manage administrative privileges and ensure their data was secure. In addition, by implementing Datto for Microsoft 365 backup needs, and security and device management using Microsoft Intune, they had additional layers of protection.

Cost Savings

PSA reduced their overall IT costs by managing their own IT infrastructure. The savings also allowed them to implement new tech solutions that would improve efficiency and business operations.