

Client Case Study: Center for New Medicine



Industry: Healthcare

Service Provided: Managed IT Services + Cybersecurity Support

The Challenge: Outgrown IT Resource

Center for New Medicine (CFNM) needed to upgrade its network infrastructure to support an EHR/EMR system while ensuring compliance with HIPAA requirements. Previously, CFNM relied on an hourly in-house IT professional, but as the organization expanded, their technology and compliance needs outgrew the available expertise. CFNM had also attempted a migration to a Virtual Desktop Infrastructure (VDI) environment with another IT provider. Unfortunately, the solution lacked flexibility and performance, and connectivity to eClinicalWorks proved difficult, leading to delays and ongoing frustration.

The Solution: Modernize, Stabilize & Secure

- Partnered with Xperts Unlimited to modernize and stabilize their IT environment.
- Migrated away from the underperforming VDI platform.
- Transitioned to a secure, cloud-based infrastructure utilizing Microsoft Intune and Entra.
- This approach provided improved administrative control, stronger security, and reliable access to healthcare software systems.

Business Impact: Improved Foundation for Growth

Key outcomes included:

- Improved system performance and reliability
- Enhanced security aligned with HIPAA standards
- Seamless connectivity with eClinicalWorks
- Greater operational efficiency and reduced downtime
- A scalable foundation to support continued growth

"Having Xperts as our IT partner has reduced downtime, improved reliability, and allowed our team to stay focused on patient care instead of technology problems." Ramsey Zahlan (Operations & HR Director)