



ENHANCING IT INFRASTRUCTURE AND SECURITY

Montana Mineral Community
Hospital's Digital Transformation

firstsolution.com



AT A GLANCE CHALLENGES



**Adoption of
Tools**



**Outdated
Hardware**



**System
Complexity**



**Cybersecurity
Gaps**

THE CLIENT

Montana Mineral Community Hospital is a critical healthcare provider serving rural communities in Montana. Committed to delivering high-quality care, the hospital offers a range of essential medical services, including emergency care, outpatient services, long-term care, and specialized treatments. As a cornerstone of the local healthcare system, the hospital prioritizes patient-centered care, ensuring that residents in the area have access to modern medical technology, compassionate staff, and reliable healthcare solutions, all while focusing on the unique needs of a rural population.

CHALLENGES

- **Adoption of Microsoft Teams and SharePoint:** Staff were hesitant to adopt new cloud-based tools, limiting efficient communication and collaboration.
- **Outdated Hardware:** Many devices were still running older operating systems, requiring urgent upgrades to meet the 2025 Windows 10 deadline.
- **Backup System Complexity:** Managing multiple virtual machines and outdated servers made it difficult to ensure reliable data backups and minimize system downtime.
- **Cybersecurity Gaps:** Lack of full implementation of multi-factor authentication (MFA) left critical systems vulnerable, increasing the risk of cyberattacks.

First Call's primary objective was to modernize Mineral Community's IT infrastructure, improve staff adoption of cloud-based tools, enhance wireless network performance, streamline backup processes, and strengthen cybersecurity measures to support long-term operational efficiency and security.



LET'S PUT OUR
SHOULDERS
TOGETHER!



AT A GLANCE BENEFITS



**Improved
Support Metrics**



**Enhanced
Network
Performance**



**Hardware
Upgrade**



**Backup
Solutions**



Stronger Security

STRATEGIC IT PARTNERSHIP

First Call Computer Solutions stepped in as a strategic IT partner, offering a structured and proactive approach through quarterly Tech Steering Meetings. Key initiatives included:

- **Support & Adoption Services:** Teams adoption was prioritized, with a focus on gradual user adoption of SharePoint for cloud storage and collaboration.
- **Hardware Lifecycle Management:** A plan was devised to replace two workstations every other month, ensuring a seamless transition to Windows 11 by 2025.
- **Network Upgrades:** Wireless access points were reviewed, with plans to address weaker signal areas.
- **Backup & Virtualization:** New VMs were introduced to streamline the backup scheme, while outdated servers were decommissioned.
- **Cybersecurity Enhancements:** Continuous efforts were made to update the backup scheme and enforce MFA for critical accounts.

IMPACTFUL RESULTS

The partnership has delivered the following impactful results:

- **Improved Support Metrics:** Support trends have been positive, with issues resolved more efficiently, as reflected in ticket resolution times.
- **Enhanced Network Performance:** Wireless heat maps were utilized to pinpoint and address weak areas, resulting in improved network reliability.
- **Hardware Upgrade Success:** The ongoing replacement of workstations ensures the organization remains compliant with technology standards.
- **Effective Backup Solutions:** The migration to new VMs reduced server backups and eliminated outdated equipment.
- **Stronger Security:** The completion of content filtering and password management updates, along with the extension of MFA, fortified the organization's cybersecurity posture.

Through First Call's proactive support and technology planning, Mineral Community has successfully navigated critical IT challenges. With continuous improvements in support services, hardware upgrades, and cloud adoption, the organization is well-positioned to meet future technology needs.