Healthcare IT Solutions – Enhanced Tech Support for Mission-Critical Operations

Managed Solution delivers custom IT infrastructure for a Radiology Provider that enhances urgent response times and streamlines system automation, ensuring consistent support for radiologists. Strengthening the organizations commitment to world-class patient care and operational efficiency in a competitive healthcare landscape.

Background

Our client distinguishes itself in the healthcare sector through its commitment to patient care, operational efficiency, and the highest standards of safety and quality. With a network of numerous locations and a dedicated team of over 100 radiologists and healthcare providers, they focus on delivering specialized imaging solutions that enhance patient outcomes and streamline healthcare workflows. Their goal is to integrate cutting-edge technology into their services, ensuring they remain leaders in radiology while continuously improving the patient experience.

To support the client's objectives, Managed Solution partnered with them to enhance their IT infrastructure and service delivery. Our focus was ensuring rapid responses to critical service demands, vital for their operations. By implementing advanced technologies and optimizing systems, we empower their teams to operate more efficiently while maintaining their exceptional standards of care.

Before partnering with Managed Solution, the client faced significant challenges that disrupted their IT operations. Their fragmented support model led to inconsistent service delivery and unclear lines of support between the client and the vendor. Data collection was inefficient, resulting in unnecessary meetings and outdated backend support platforms lacking robust templates, workflows, and automation.

Industry: Healthcare – Radiology Services
Headquarters: Denver, CO
Service Locations: 67

Client is nationally accredited radiology leader, recognized for excellence in patient safety and quality care. Serving 67 locations with over 100 radiologists, partnering with hospitals and clinics to deliver specialized imaging that enhances patient outcomes.

Challenges

- Disjointed support model
- Data not easily gathered, creating unnecessary meetings
- Unclear lines of support between client and vendor
- Backend support platforms lack robust templates, workflows, and automation
- No centralized datacenter or asset management software
- Reactive support daily vs. Understanding overall site challenges and priorities
- Lack of reliable response to emergencies in CO locations.

Additionally, the absence of centralized datacenter and asset management software added complexity to their operations. The support approach was predominantly reactive, focusing on daily issues rather than addressing broader site challenges and priorities. This was especially problematic in their Colorado locations, where emergency responses were unreliable. These issues collectively created barriers to achieving a streamlined and effective IT support system.

Getting Started

The collaboration between Managed Solution and this client focused on enhancing service consistency and user and patient experience from the outset. Both teams dedicated significant time during the presales and onboarding phases to establish accurate documentation of processes and procedures. This effort created a shared knowledge base, guiding the client's internal IT team and Managed Solution's support teams to ensure seamless support across ticket management, troubleshooting, and workstation deployments.

Ongoing reporting was a key component of this partnership, with Managed Solution providing the client's IT leadership with insights into performance metrics. Utilizing customized Power BI dashboards and LogicMonitor reports, the client's management could track service quality and identify areas for operational improvement, enhancing transparency and accountability.

Additionally, Managed Solution targeted streamlining their imaging process for workstations through automation in order to expedite workstation availability. This goal was also intended to provide flexibility to our own field engineers and enable them to focus on other critical tasks, strengthening collaboration between the teams.

The successful revamp of our client's imaging deployment process cut setup times from 6-8 hours to just 1-2 hours by automating over 90% of manual tasks.

90%
Tasks Automated

The Solution

Managed Solution implemented a co-managed service model with onsite and remote support to enhance service consistency and transparency.

Onsite Presence: A dedicated technical account manager and three field engineers were assigned to ensure immediate response to mission-critical issues and seamless integration with the client's IT team. This was crucial for their 60+ locations, enabling rapid response and resolution of complex challenges.

Tailored Tools: The client's toolkit included ConnectWise for ticket tracking, network monitoring with proactive security measures, Office 365 management, and RMM tools for proactive endpoint management and patching. Custom SLAs prioritized radiology-related issues, minimizing downtime for clinical staff, while streamlining service priorities and process management.

Enhanced Documentation and Training: Comprehensive documentation protocols were created, ensuring a consistent service experience for end users.

Customized Reporting for IT Leadership: Power BI dashboards and LogicMonitor reports provided insights into performance and efficiency, helping translate technical metrics into understandable insights for non-technical leadership.

Automated Deployment Process: The imaging deployment process was revamped, reducing workstation setup times from 6-8 hours to just 1-2 hours by automating 90% of manual tasks, significantly streamlining operations.

Systems & Software

- ConnectWise
- Cisco
- FortiGate
- CW Siem/SOC
- LogicMonitor
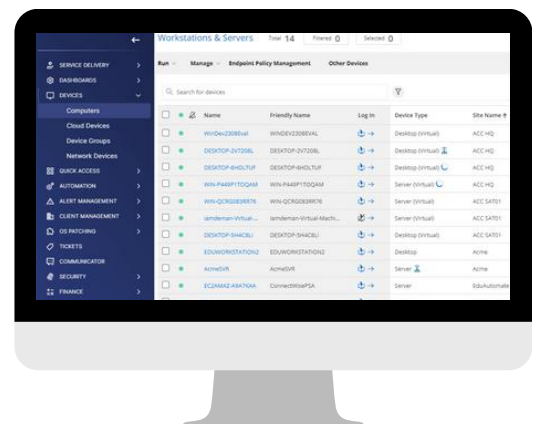
The Outcome

The implementation of Managed Solution's co-managed service model resulted in significant improvements in the client's IT operations. The dedicated onsite presence and tailored tools ensured rapid response times and minimized downtime, particularly for critical radiology-related issues. The streamlined documentation and training protocols led to a consistent and reliable service experience for end users across all 60+ locations.

The customized reporting provided clear insights into performance metrics, enhancing transparency and enabling the client's IT leadership to make informed decisions. The automated deployment process drastically reduced workstation setup times, allowing the client's IT team to focus on strategic initiatives rather than routine tasks. Overall, these enhancements fostered a more proactive and efficient IT environment, improving both user satisfaction and operational efficiency.

Top Microsoft Partner Designations

Microsoft Solutions Partner
Security

Microsoft Solutions Partner
Modern Work

Microsoft Solutions Partner
Infrastructure
Azure

Why entrust your project to Managed Solution?

With a proven track record of thousands of successful cloud migrations and a steadfast commitment to customer satisfaction, you're in the capable hands of our skilled architects. We guide your Microsoft Cloud Migration journey with precision and expertise.

Contact us

MANAGED SOLUTION

ABOUT

We're technology enthusiasts with a people-first approach. For over two decades, we've witnessed the profound impact that the right technology and support can have on businesses and individuals. Success, to us, is seeing our clients, partners, and team conquer challenges to achieve their greatest goals and build lasting connections. This relentless pursuit of inspiration drives us forward, pushing us to deliver innovative solutions that empower growth and lasting success. **www.managedsolution.com**