

**CASE STUDY**



## ***SPEAR PHYSICAL THERAPY, LLC***

**SPEAR Physical Therapy** is an award-winning NYC-based physical therapy practice with 20 locations. Co-founded in 1999 by two friends and grad school classmates with the goal of creating a unique patient experience, SPEAR has rapidly grown to a team of over 350 people.

SPEAR provides the discerning healthcare consumer with a distinctively personalized experience that achieves extraordinary results. They partner with their patients to provide clinical excellence paired with a 5-star experience. The results are healthier patients who have achieved their goals.

### **SUPPORT**

SPEAR is enrolled in Net at Work's Managed IT Services which provides extraordinary Help Desk services, proactive and reactive support.

### **MANAGEMENT**

Net at Work's Virtual CTO (vCTO) services help SPEAR navigate through their IT challenges.

### **PROJECTS**

Net at Work's sister company, Cloud at Work, hosts SPEAR's IT infrastructure in a dedicated private hosting program.

# CASE STUDY DETAILS

## COMPLETED PROJECTS

- ✓ **Four New Office Locations** – With SPEAR’s growth came the need for new office locations. Net at Work provided turn-key solutions to new business line expansion of services throughout Manhattan and the tri-state New York City area.
- ✓ **Anti-Virus Migration** – Updated legacy systems to ensure all-round protection against the latest cyber threats.
- ✓ **Security / Multi-Factor Authentication** – Enhanced overall security and provided better protection against ransomware and malicious attacks.
- ✓ **Hosted Phone System** – Migration from existing on-prem EOL system to a hosted solution that enables enhancement to their call center.
- ✓ **Standardized Firewall** – Implemented Cisco Meraki, next generation firewalls, to provide perimeter defense and site to site secure connection.
- ✓ **HIPAA and Compliance** – Maintained a high level of IT best practices to promote careful handling of sensitive personally identifiable information (PII) throughout the organization.

## TECHNOLOGY USED



## CUSTOMER THOUGHTS

“As a growing business we needed a mature IT team which still offered the personal, one-to-one service. David has been an exceptional vCTO and has helped us navigate our way through multiple, complex, IT challenges. I really like how I can go to him for strategy and my team can go to his team on a daily basis. They really do help us at all levels!”

- Phil Jennette, Director of Process Improvement at Spear Physical Therapy