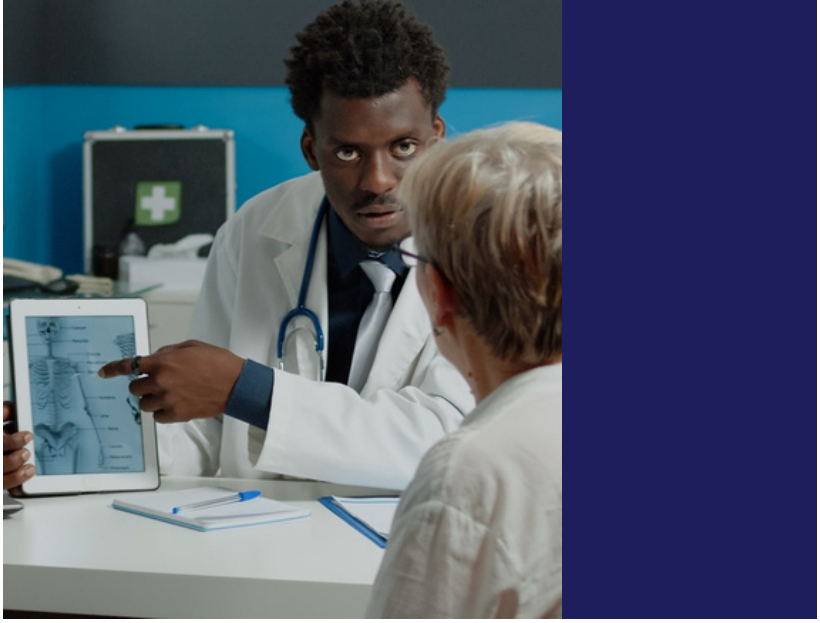
CASE STUDY: Pain Specialists of America

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."

Vice President, Business Operations

OBJECTIVE

A medical practice in the US that specializes in pain treatment has been in operation for more than a decade. Its IT infrastructure is critical to the smooth operation of their business and is why it has always relied on Managed Services Providers (MSPs) for its IT needs. However, after experiencing issues with their MSP, they decided to move to internal IT management,

SOLUTION

After understanding the several issues the company had with their MSP - including lack of transparency, cost management, and administrative privileges - we recommended they manage their IT needs internally.

We worked closely with their 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, theyhad full control over systems and the ability to respond quickly to any issues that arose. There was no downtime nor negative impact on operations.

Improved Security
They 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, the company added an aditional layer of protection.

Cost Savings
The medical pracise reduced its overall IT costs by managing their own IT infrastructure. Plus, the savings also allowed them to implement new tech solutions that would improve efficiency.