

# How Unifour Family Practice Found Peace of Mind Through Proactive IT Support

Unifour Family Practice



*"Anytime we have an issue, no one tries to talk over us with tech terms—it's tailored to us."*

— Michelle Borszich, Practice Manager

## CLIENT OVERVIEW

Industry:

Family Medicine

Staff: 15+

Primary IT Goals:

- Ensure HIPAA Compliance and Meet EHR Requirements
- Safeguard Patient Records and Practice Data
- Keep Systems Running During Critical Clinical Hours
- Responsive IT Support to Eliminate Daily Stress
- Adapt Easily to New Technology and Security Standards

## RELIABLE TECH FOR LIFELONG CARE

At Unifour Family Practice in Hickory, North Carolina, providing care "from cradle to grave" means more than just seeing patients of all ages. It means every staff member must work efficiently, securely, and with total focus on patient care. For Practice Manager Michelle Borszich, that focus wasn't possible with their old IT setup.

*"My whole day revolves around technology—from payroll and insurance to clinical tasks and billing," Michelle shared.*  
*"Every piece touches IT in some way."*

Initially, Unifour had one independent IT contractor—a longtime contact from when the practice was smaller. But as the practice grew to 17 staff members and four providers, Michelle knew the risks were too great to rely on a single person.

## THE CLOUD MIGRATION THAT CHANGED EVERYTHING

*"Before we were even clients, the project manager walked me through everything—we knew then we'd found the right IT partner."*

— Michelle Borszich

When Unifour Family Practice moved its electronic health record (EHR) - eClinicalWorks to the cloud, a critical need surfaced—one their existing IT setup wasn't equipped to handle. That challenge quickly revealed the value of having a knowledgeable and proactive support team. ComTech stepped in to help navigate the process, even before a formal partnership began. That early support built lasting confidence and helped Unifour make the decision to move forward with ComTech.

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## A SEAMLESS SWITCH, BACKED BY A FULL TEAM



Transitioning from a one-man IT provider to a managed service provider can feel daunting—but Michelle described the onboarding with ComTech as effortless.

*"It went so seamlessly, I honestly don't remember it.  
That's how smooth it was."*

Now with access to ComTech's full service stack—including IT support, Zero-Trust Cybersecurity, and VoIP Phones—Unifour has a support team it can count on.

*"They are always available. And no one talks down to us or uses tech jargon. Everything is tailored to our level of understanding."*



## PEACE OF MIND THROUGH THE RIGHT IT PARTNER



As healthcare regulations evolve and cybersecurity threats grow more complex, practice managers like Michelle Borszich face increasing pressure to stay compliant, secure, and efficient. But with ComTech, that pressure no longer follows her home.

*"I sleep better knowing our systems are protected."*

From security updates and compliance form guidance to routine patching, ComTech now handles the behind-the-scenes responsibilities that once demanded Michelle's personal time and attention. When it came time to choose a managed IT provider, Michelle evaluated multiple proposals—but trust and experience tipped the scale.

*"We already knew the level of service ComTech delivered from managing our phones—that gave them the edge."*

## WHAT MAKES COMTECH DIFFERENT



Response Time of  
1-Hour or Less



No Contracts and  
No Hidden Fees



No Geek Speak -  
We Speak Human



No Band-Aid  
Solutions

## ADVICE TO OTHER MEDICAL PRACTICES?



*"Your people are the best I've worked with—every single one of them.  
That alone would make me choose ComTech all over again."*

