



Seeing a Better Way to Operate: A Case Study

How Jartll Corp Has Benefitted from Their **Long Relationship** with Fuse Technology

Meet Jartll Corp

Many people may take their ability to see clearly for granted, but not the patrons of Jartll Corp and their four optometry practices. Offering eye exams and ocular procedures to their patients, along with supplying them with any required corrective lenses, Jartll Corp has a lot of moving parts to manage between their locations—particularly in terms of the computers, data, and other tools that their 65 employees rely on each day. First opened in 1969, Jartll Corp has been in operation for about as long as businesses have been able to take advantage of computers. They first adopted a DOS (disk operating system) to support their needs; However, once this system was no longer a viable means for the optometry group to continue utilizing it for their operations about 15 years ago, they needed to find a better means of doing so.

For assistance, they turned to one of their IT provider's former employees, who had branched out to start his own company: **Fuse Technology Group, Inc.**, becoming one of the new IT provider's first clients.

What Needed to Be Accomplished

Before Fuse became involved, Jartll Corp's shared terminal server—which all 55 or so computers rely on—was hosted in decidedly unreliable environments, prone to power outages and lost Internet connectivity. As a result, the company's infrastructure had questionable uptime which would frequently take their entire organization offline.

Considering how reliant Jartll Corp was (and remains to this day) on various technology solutions and utilities for effectively all of their operations, this was a serious issue for the eyecare provider. Not only did their administrative tasks take place via their computers, all of their services required the use of these tools in some way. Whether they needed to manage their patients, order lab work or frames, communicate amongst their team members, or handle the practice's accounting, technology helped boost their productivity.

Of course, as a medical practice, there are also regulations and guidelines that Jartll Corp needed to uphold. Security is understandably crucial, considering the fact that they handle various kinds of patient information and therefore need to abide by the Health Insurance Portability and Accountability Act, as well as the Health Information Technology for Economic and Clinical Health Act and the Payment Card Industry Data Security Standards so that they can accept payments from their patients as well.

"...Whenever I call, I basically have two [dedicated] techs that I call if I have a problem, and they are always available—at least one of them—I don't wait more than a half-hour, or they'll let me know that they'll call me back."

- Mary Garner, Controller at Jartll Corp

What Has Been Implemented Over the Years

When Fuse took over the IT, one of the first steps that was undertaken was to transfer their server to their own data center. By implementing a network that connected the five separate locations to the shared data center and ensured the security of these connections through Barracuda firewalls and virtual private networking, the optometrist group was put in a better position to succeed.

Some Specific Benefits of the Relationship

With these tools in place (and improved upon throughout the years since) Fuse has enabled 100 percent uptime for Jartll Corp, giving the optometrist the peace of mind that their business isn't vulnerable to circumstances outside of their control.

In addition to this, Fuse has remained attentive to Jartll Corp and the needs of its staff, ensuring that all 65 of them are able to

operate productively and securely. This has helped to cultivate a real sense of trust in Fuse and what they can deliver as the eyecare provider knows that there is always someone there to respond to them. The team at Jartll Corp has also noticed that when they attend security seminars, Fuse has already implemented everything that is being discussed.

"It definitely helps to have somebody that you know, and they know your staff, and they know us...It's important to have that, not just some random person in and out of the office all the time."

- Heather Kingery, Insurance Supervisor at Jartll Corp.

Now, Jartll Corp Confidently Relies on Fuse Technology Group, Inc.

Thanks to the professional relationships that the team members at Fuse have formed with those at Jartll, the optometrist knows that their technology is being secured and optimized by a familiar and trustworthy source that they can reach out to at any time.

Not only has the Fuse team proven to be dedicated to maintaining their security, they make it a priority to understand the precise technology that the eyecare provider relies on each and every day. This professionalism has not gone unnoticed by Jartll Corp and has led to a business relationship that the team members at Jartll have not hesitated to endorse to other businesses.



If you're interested in finding out what kind of benefits that a relationship with **Fuse Technology Group, Inc.** could bring you, call **248-545-0800** today or visit fusetg.com to learn more.

Fuse Technology Group, Inc in Ferndale, Michigan, was founded in 2006 to help close the gap and "Fuse People with Technology." From the start, their vision has been to create a tech company that does more than just serve as your business IT support. Constantly looking toward the future to see where technology is heading—from managed services to mobile to the cloud—Fuse Technology knows that their clients need IT expertise that not only covers the basics but can cover all business technology needs.

248-545-0800 | 2222 Hilton Ferndale, MI 48220 | www.fusetg.com