



Eliminating Downtime and Increasing Patient Satisfaction

Business Challenge

Craigieburn One Health Medical Centre is a successful, growing medical practice with several doctors serving as many as 15-20 patients at any one time. As with many businesses, Craigieburn One Health Medical Centre is exceptional at their core business and relies on experts in areas, like information technology, to help them ensure their business runs smoothly.

Craigieburn One Health Medical Centre had chosen an IT partner that was supposed to be an expert in their industry. Other practices in the medical industry used this vendor and Craigieburn One Health Medical Centre assumed they had the knowledge and expertise to help them as well. Over time Craigieburn One Health Medical Centre began to have system failures causing downtime. Ultimately, Craigieburn One Health Medical Centre was experiencing downtimes as many as 20 times a year. Since the backup process was poor and dated, their recoveries from downtimes were long and files were often lost. They were also getting surprised bills from the previous IT provider.

Solution

Craigieburn One Health Medical Centre decided that the downtimes were far too many and were disappointed that no long-term solution was being offered. They decided to partner with CloudSolutionIT Technologies. CloudSolutionIT began the relationship by an in-depth assessment of Craigieburn One Health Medical Centre's processes, software, hardware and business objectives.

"We had been with our previous IT company for more than 10 years. We knew it was time to make a change to stay current with technology and thrilled that we found CloudSolutionIT. From the initial consultation it was apparent they maintain a high level of expertise and professionalism. They are very responsive to client requests. They are very knowledgeable and rarely if ever can they not find an immediate fix to problems and concerns. Our transfer over to CloudSolutionIT was flawless. And the installation of new computers and servers was performed in less time than anticipated. There were a few minor glitches along the way, and which is to be expected in a new network setup but were resolved very quickly. Overall, everything went smoothly. And we are so happy that we made the switch to CloudSolutionIT."

Terry Morad

Director, Craigieburn One Health Medical Centre

CloudSolutionIT recommended a solution that offered an on-site server for quick access to large medical imagery files and a cloud-based backup system and cloud-based database for files where remote locations needed access. Their hardware was improved, and recovery processes were implemented so in case of downtime, recovery could occur in minutes versus hours. In addition to on-site staff, CloudSolutionIT could monitor the system remotely and anticipate issues before downtime occurred.

Results

With a new system and new protocols in place, Craigieburn One Health Medical Centre hasn't experienced a major downtime event in 24 months. Craigieburn One Health Medical Centre credits CloudSolutionIT with saving them more than 40 hours of lost time per year and also lost patients, which equates to thousands of dollars. Efficiencies have improved due to availability of accurate data from their central database.

While the improved performance, uptime reliability and better access to data were benefits enough to justify the change, Craigieburn One Health Medical Centre also saw a cost reduction of more than 33% using CloudSolutionIT.

Challenge:

- Eliminate downtime
- Provide secure and reliable backup
- Implement compatible software across network

Solutions Implemented:

- Reliable on-site server
- Centralize data and network.
- Compatible business software with Microsoft Office 365
- 7 years Backup retention,

Results:

- Saved more than **40 hours** of downtime per year
- **33%** reduction in IT expenses



Lower your IT budget
in long-term



Better time
management



Increase staff
productivity



Increased security



Patient data protection



Quick data backup



Industry best vendors
on panel



Medical software
accessibility