

CASE STUDY - HEALTHCARE INDUSTRY

How a Medical Practice Eliminated IT Headaches and Secured Its Office Operations

A medical practice traded self-managed IT stress for security that's handled and support that answers fast.

Executive Summary

A busy medical practice was burdened by managing its own IT and meeting the security demands of a medical office, pulling focus from patient care. Adept Solutions took over the practice's full IT environment, handling most issues remotely and coming on-site when hardware needs it. The practice now trusts its IT to work, calling Adept a stellar company worth 10 stars.

Challenges

- Managing all IT internally was a constant headache that pulled the practice's focus away from patient care.
- A medical office carries security obligations the practice couldn't meet on its own.
- The practice needed fast answers to IT questions to avoid interruptions to daily operations.
- Deciding when a problem needed someone on-site versus a remote fix was hard to manage alone.

Adept Solutions’s Approach

Key Actions

- Adept took over management of the practice's entire IT environment, removing it from staff hands.
- Put in place and maintained the security measures a medical office is required to have.
- Handles most issues remotely and shows up on-site whenever a problem needs hands on hardware.
- Answers the practice's IT questions directly, staying kind, polite, and professional throughout.

Solutions

- One outsourced team owns the full scope of the practice's technology instead of internal staff.
- Ongoing security management covering the protections a medical office is obligated to maintain.
- Most issues are handled remotely; Adept comes on-site whenever a problem genuinely needs it.
- A direct support relationship where questions get answered quickly and professionally.

Results

- IT is no longer a headache for the practice, freeing staff to concentrate on patient care.
- The practice is confident the security a medical office requires is handled and kept current.
- The practice gets fast answers to IT questions, so daily operations aren't interrupted.
- Issues get resolved through the right channel, remote or on-site, without the practice deciding.
- The client's verdict: a stellar IT company they would give 10 stars if that was possible.



“Adept Solutions takes the headache out of managing all of the IT for our medical practice. They take care of all the security required for a medical office, are very responsive to all questions. They come on site if that is what is necessary or handle most things remotely. They are always kind and polite and professional. This is a stellar IT company and I would give it 10 stars if that was possible.”

Take the Headache Out of IT

Get security that's handled and support that answers fast, built for a medical practice. Talk to Adept Solutions.

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