



THE CLIENT



Industry: Medical
Staff Size: 55
Locations: 1 campus in Central Florida
Length of Partnership: 7 years

CHALLENGES

1. Systems and infrastructure not in compliance with HIPAA.
2. Rapidly expanding business without technical capacity to facilitate the growth.
3. All technical support being provided by one of the client's physicians, interrupting his work and efficiency.
4. Poor vendor management and tools support, leading to frustrated and inefficient staff.

SOLUTIONS

1. Implemented extensive technical measures to protect local and cloud systems. Deployed managed security tools to protect PHI. Encouraged client to seek third-party compliance firm.
2. Architected the IT infrastructure to allow for rapid growth and expansion while keeping costs as low as possible. Proactively planned for new facilities and additions.
3. Immediately implemented unlimited staff support, freeing up the physician to do what he does best--being a doctor.
4. Assumed the role of vendor management and restructured tools at the network level to optimize functionality and security.



Data Protection



Growth Planning



Unlimited Support



Our organization was undergoing rapid expansion which necessitated upgrading and expansion of our IT infrastructure. Sterling Ideas was able to provide the necessary expertise and services required throughout every step of the way. They have committed themselves to excellence, and I would highly recommend them to any organization looking to improve their IT services.



BENEFITS

- 1 Industry Compliance (HIPAA)**

Implementation of our managed services not only brought the client up to our own security and health standards, but also made great strides in compliance with industry standards (HIPAA).
- 2 Growth & Expansion**

Since the beginning of our partnership, the client has more than doubled their staff, opened 2 new additions to their original office, and has plans for more growth in the near future.
- 3 Staff Satisfaction**

Not only did the client's staff receive expert tech support, but without the hindrance of ineffective technology, we freed up employees to stop focusing on faulty IT and start focusing on their jobs, leading to a boost in staff morale.

KEY METRICS

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BUILDING EXPANSIONS

110%
STAFF GROWTH



SECURITY EVENTS



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