Caring Medical Regenerative Medicine Clinics
Saves Time, Reduces Cost and Downtime with STS

A specialty medical practice in Illinois was struggling with frequent computer downtime, despite having an IT service provider who seemed to be attentive and onsite quite often. After partnering with Scantron Technology Solutions, they enjoyed drastically improved availability and transformative IT strategy recommendations. They opened a second clinic in Florida and contracted with STS to support it as well.

Caring Medical Regenerative Medicine Clinics, a practice with two locations in Oak Park, Illinois and Ft. Myers, Florida, uses Fox Meadows software for electronic health records and practice management and relies on STS to support and service their critical networks and hardware.

Challenge

Caring Medical originally used a small IT company that would visit their office almost daily to perform system updates and virus scans.

Despite the constant attention from the vendor, chief executive officer Marion Hauser and chief operating officer Mandi Jones were frustrated with systems that would freeze randomly and cause downtime with their laptops and desktops.

Outside of random downtime problems, they felt their instance of Microsoft Outlook was a constant headache and their email server was unreliable. Once the Caring Medical management team realized the true extent of support and IT expertise they were getting through their existing provider, they knew it was time to make a change and began to evaluate other companies who might be able to help them.

Solution

After being introduced to Scantron Technology Solutions as a preferred IT provider for their original health records management software, Marion and Mandi decided that moving forward with STS was

Solution Overview

Onsite and remote IT service and support in Illinois and Florida

Network design and implementation

Comprehensive network management

Onsite hardware maintenance

PC security, Web security and anti-malware

Cloud-based recovery

the right decision for their immediate needs and future expansion goals.

Caring Medical's leaders quickly realized that they had made the right decision to switch to STS because of key differentiators from their previous support model.

During the onboarding process, the local Regional Service Manager and STS engineer started to resolve their outstanding existing issues right away. By combining proactive network support with onsite hardware repair, many of the issues the practice had been plagued with for months began to fade away.

"There was no way we could open a satellite office in Florida without STS helping us to get it up and running."

Mandi Jones, Chief Operating Officer, Caring Medical Regenerative Medicine Clinics

Results and Ongoing Impact

The STS Field Service Technician assigned to their Illinois location provides feedback on service tickets and how he will repair the device to prevent further problems. By using ServiceCOMMAND, Scantron's online ticketing system, Marion and Mandi can also watch the progress of a service ticket through the system.

All STS service representatives share an attitude where customer downtime is not acceptable and deliver prompt responses. As a result of regularly scheduled Managed Service Reviews, Caring Medical's team gains well-documented support activities that can supplement compliance reporting.

Scantron has been working with Caring Medical since 2012. During our service relationship, Caring Medical added a second location in Fort Myers, Florida. We helped Caring Medical by designing the network and, today, we support it as well.

In addition to providing day-to-day IT support and repair, STS also implemented and maintains their offsite disaster recovery and business continuity program. Our team also performs critical security monitoring tasks to protect their systems against viruses, malware, and malicious web content for both of their locations.

OPTIMIZE YOUR BUSINESS IT SOLUTION OPTIONS TODAY!

For a free consultation to meet your organization's goals, call **800.722.6876** or visit **www.scantron.com** to learn more.

About Us

Scantron Technology Solutions provides managed print and IT services you can count on. Our nationwide team of experts provide full-service packages and á la carte options to be your IT team or to support your current staff. STS solutions meet you where you are and help you get to where you want to be.

06.2018