

# ATLANTA-AREA MEDICAL PRACTICE BOOSTS IT SERVICE QUALITY AND RESPONSIVENESS WITH CARMICHAEL CONSULTING SOLUTIONS

In 2019, company principals at a prominent, multi-location medical practice took a good look at its IT service approach and decided they needed a better solution. In addition to having an in-house IT person, they had been working with a Managed Services Provider (MSP). When the MSP representative brought them a templated quarterly report filled with auto-populated data, it illustrated exactly what leadership had feared.

None of the data showed things were working as they should. Updates were not getting done, computers weren't connected to the network and passwords were expired, among other problems. The company also wasn't getting the attention, service and compliance they needed, and quality and responsiveness had gone out the window. When the firm started researching other IT firms, one of their trusted partners recommended Carmichael Consulting Solutions.

Leadership interviewed several MSP candidates, discussing their needs and problems with each. Unlike other prospects, Carmichael Consulting came prepared to identify which systems and solutions the firm was currently using and even detected problems the company had been dealing with for a decade. Carmichael Consulting then gave the firm a precise quote for a solution based upon what they needed to change.

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## A PANDEMIC INTERVENES, BUT PROGRESS CONTINUES

Management was enthusiastic about working with Carmichael Consulting, feeling they were serious about getting the business. Shortly after the Carmichael Consulting team delivered their quote, however, COVID-19 broke out. The Carmichael Consulting team helpfully adjusted the scope based upon the current environment and developed a plan to scale the firm back up when it was ready.



With some of the firm's staff furloughed and others working remotely, the Carmichael Consulting team also helped the company procure laptops, get PCs setup for secure work from home and deploy a virtual private network (VPN). Carmichael Consulting continued working proactively with management and, when they were ready, helped them double their head count and number of offices to meet pre-pandemic levels. They also assisted the firm with a move to a new, improved office location. Today, Carmichael Consulting has equipped 65 team members of the organization for both remote and on-premise capabilities.



## RESULTS THAT REDUCED COSTS WHILE BOOSTING PRODUCTIVITY AND SECURITY

The final project was sweeping in scope, dramatically improving the firm's technology posture and capabilities. Carmichael Consulting experts migrated the client away from an on-premise Microsoft Exchange Server, deployed and configured Microsoft 365 and Barracuda Office 365 Security Essentials for greater productivity and security, and implemented high-speed, fiber-optic connections at each of their locations. They also helped them move to proactive vendor management, saving the firm money and simplifying payables.

Three aspects of the project were especially valuable:

- Carmichael Consulting supported the firm's migration to a new Electronic Health Records (EHR) system, not only confirming the company's infrastructure and environment met system requirements but also working directly with the EPIC team to ensure the deployment went smoothly.

- They also refreshed the firm's network infrastructure, eliminating the use of disparate tools and deploying modern cloud-managed mesh network equipment across all locations, increasing network reliability and throughput for consistent service delivery.
- Last but not least, the Carmichael Consulting team centralized network management and monitoring and deployed Kaseya. These two enhancements not only centralized and facilitated IT monitoring and management and enable oversight by Carmichael Consulting technicians; they also gave the firm's full-time IT technician remote control of company systems.

Moving forward, the company is positioned not only for optimum productivity and security, but it will enjoy greater resiliency and forward momentum.

