

SOLUTIONS & SUCCESS

The Inside Story

Case Study

How Managed IT Services Empowered Our Business

Company & Location	Peachtree Vascular Associates, Atlanta, Georgia
Industry	Healthcare
Number of Employees	9
Customer Base	Patients with peripheral vascular disease and those in need of dialysis access
Services Offered	Vascular Surgery
Case Study Respondent	Pamela Rhoton, Office Manager

Monitoring and Maintenance Advantage

No Downside to Uptime

Challenge

In the past, it seemed we were constantly contacting IT for one reason or another. Even though I'd advise our staff regarding updates, there were persistent issues. Because it's essential for us to be able to access our electronic health records (EHR) 24/7 without a glitch, the potential of technical problems left me continually on edge, and I was concerned about backups.

Solution

For me, the move to managed services was a no-brainer decision. I no longer have to worry about updates or backups—they're all handled automatically by BCS. My systems are running much smoother because IT experts are monitoring them to work at optimum performance. Having a redundant Internet and Beyond Computer Solutions as our partner has helped our practice stay connected, so I don't have to worry about losing access to important patient records.

Result

We've had far fewer IT problems and less downtime since using managed services, plus expenses are significantly lower. Most of the issues we have now are quite minor and can usually be handled by a tech using remote access to solve problems. As a result, our office is much more efficient and productive. Not having staff running in my office every other day with IT problems is well worth the fee for managed services.

Regulations & Compliance

Don't Go It Alone

Challenge

Our business has to keep pace with the constant evolution of the healthcare industry. Staying connected with HIPAA compliance is at the forefront of everything we do, which can be extremely time-consuming and labor-intensive without the right systems in place.

Solution

We partner with Beyond Computer Solutions fully understands the magnitude of the regulation and compliance we face in every aspect of our business. We trust their knowledge and expertise in making recommendations that help support and protect our compliance responsibilities.

Result

Beyond Computer Solutions works to ensure we're conducting business in a HIPAA-compliant manner, which allows our focus to be more fully on our core mission of healthcare.

Partners in Success

Beyond Computer Solutions as our Trusted Advisor

Challenge

No one in our office has the expertise to choose technology products best suited for our needs.

Solution

When I need anything related to IT, Beyond Computer Solutions is my first point of contact. Since they understand our business, I know I can trust them to help me make informed choices that really work in our office. Then they handle the purchase process and expertly install everything.

Result

Beyond Computer Solutions not only saves us the time and stress of trying to shop for the right equipment ourselves, but they save us money with their purchasing power and preferred partner relationships. They've never pressured us to upgrade unnecessarily or purchase anything we don't need. It's one-stop-shopping with no up-selling.

"These folks KNOW our system because they set it up. They understand what we do and how important it is for us to stay connected. I love knowing that I can trust BCS to do what is right, to assist me to purchase only what I need at the best price, and be available to assist whenever we need them ... that is priceless."

Pamela Rhoton, Office Manager, Peachtree Vascular Associates

BEYOND
COMPUTER SOLUTIONS

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Beyond Computer Solutions provides fixed-cost, per-month managed IT services. Our services include proactive network monitoring, patch management, antivirus, backups, helpdesk, compliance, cloud solutions and on-site services for a fraction of the cost of one engineer's monthly salary.

Contact us at 678-799-7635 to find what having a technology partner that goes above and beyond can do for your business.