

# Case Study

## HCTec Technical Managed Services Elevate the End-User Experience

### Executive summary:

HCTec partnered with an ambulatory managed service organization to provide IT support for the organization's 73 ambulatory multi-specialty care clinics across multiple states, including end-user device management and support (laptops, desktops, tablets, printers, telephones) and network infrastructure support.

### Partner background:

This is a managed service organization enables clinical teams and providers across technology, services, people, and workflows to optimize clinics for the benefit of the whole community.

### Business challenges:

The managed service organization acquired 60 clinics in 2024, expanding its footprint from multiple states.

The transitions services agreement with the prior clinic help desk was only active for 90 days post-divestiture. The previous help desk IT services provider was unable to scale to support their expanded scope of operations. With concerns about the potential disruption to clinical services if IT support was not available, they turned to HCTec for help.



### Objectives:

HCTec partnered with the managed service organization to:

- Provide remote and on-site IT support.
- Acknowledge all tickets created in our ITSM system and resolve them as quickly as possible.
- Improve and standardize the technology used in all ambulatory clinics.
- Onboard all clinics within the timeline set by the organization.

### Solution provided:

HCTec's multi-tiered solution includes:

- Remote and on-site end-user device management and support (laptops, desktops, tablets, printers, telephones).
- Network as a service (includes routers/firewalls refresh, as well as management and support).
- Software support, including the partner EMR (Athena).
- Microsoft 365 tenant management.
- End-user onboarding/offboarding.
- Virtual server creation and support within Microsoft Azure.
- Email and Microsoft tenant backup utilizing SaaS protection.

## Implementation:

HCTec's implementation process included:

1. Discovering what technology already exists and needs to be supported remotely by sending local technicians out to each site to survey.
2. Purchasing equipment that will replace what currently exists (firewalls, access points, switches, desktops, laptops, and peripheral equipment, such as headsets, docking stations, cables).
3. Shipping equipment to depots designated to hold equipment for a specific region.
4. Staging equipment at each location and working through any challenges specific to the site (cabling needs, network space available, ability to mount access points, etc).
5. Setting an implementation schedule and aligning all vendors (phone vendor, printer vendor, and Internet Service Provider (ISP)).
6. Beginning implementation of all technology site by site.
7. Initiating the Technical Managed Services (TMS) help desk for ongoing support once the site went live.
8. Revisiting sites for cleanup and old equipment removal.
9. Cleaning up and securing all network equipment.

### Results:

**Same-day response and resolution:** The previous help desk held tickets for months (up to half a year) without any resolution, as evidenced by the submission of these tickets to our help desk after the organization closed in late October. Now, HCTec's help desk has same-day response and resolution times, greatly increasing clinic satisfaction and reducing disruptions to patient care.

**Local, responsive talent and on-site support:** Upon acquisition close, the clinics are grateful to have help desk talent local to their region and have raved about the HCTec help desk and on-site support, citing our team's friendliness, responsiveness, professionalism, and willingness to assist.

**Improved efficiency:** Clinic staff are very satisfied with their new equipment, reporting that the new machines are fast and greatly help increase efficiency. The staff also reports improved internet speeds and fewer delays when accessing Athena and other online software.

## Analysis:

HCTec's proactive, relationship-driven approach and open communication were critical to the project's success. Our team stepped up to provide valuable learning materials and training to help improve the staff's reception of the new phone system, and we collaborated closely to work through challenges with equipment acquisition and vendor timeline delays.

## Conclusion:

The HCTec help desk that supports the managed service provider has been extremely well-received. HCTec's successful planning and prestaging resulted in a rapid equipment implementation process with minimal downtime in the clinic. Each clinic has been standardized on the same network infrastructure, end-user devices, printers, and phone system, creating a more efficient work environment for all clinic staff and employees.

## Future opportunities:

- Service Desk
- Application Support (Athena password resets)



I can't accurately type the amount of time/effort/problem solving that has gotten us to this point, but it is not lost on the organization and the lift that you all carried in this. Mellen, Alex, Matt Brittain, and everyone surrounding the project deserve all the kudos for getting us to this point.

— V.P., Technology

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