



Grossman & Deitch ENT

Medical practice uses STS for responsive IT support

A local medical practice in Hoffman Estates, Illinois needed to have a prompt, accountable IT service provider to ensure that their critical IT systems and hosted applications, including their AllMeds patient management application, were highly available and secure. Following the recommendation of AllMeds, they replaced their incumbent vendor with Scantron Technology Services and ultimately expanded service to include security.

IT Support Concerns Impact Medical Practice

Before contracting with Scantron Technology Solutions (STS), Grossman & Deitch ENT used a small IT company and became increasingly frustrated with them due to lack of communication and availability. This provider preferred contact via email, which meant reaching them to help when the internet went down was almost impossible.

Whenever Jo Dick, Office Manager, expressed her concerns over their network, she always felt rushed during the conversation as if she was bothering them. After a while, Jo was so discouraged by the lack of support from their IT provider that she began to attempt troubleshooting on her own, in addition to her usual job tasks. Jo believed there had to be a better service option to meet their needs and expectations.

Scantron Technology Solutions Steps In

Jo met STS at an AllMeds Regional User Conference. We were introduced to her as AllMeds' preferred IT services and solutions provider who was recommended to their entire customer base.

The STS local Account Manager and Pre-Sales Engineer team began to work with Jo and her colleagues on current service issues. They also discussed the practice's vision for their IT support moving forward. Grossman & Deitch determined that STS would be a great fit.

Before we began working with the practice, Jo asked us to help with two problems that wouldn't go away under their existing provider. STS coordinated an onsite visit by the local STS Field Service Technician (FST) to see how we could help.

First, the FST gave Jo a few tips on how she could consolidate space in the equipment room and explained how things should overall be set up for optimum efficiency.

Another immediate issue we addressed was the consistent beeping of their battery backup, a simple issue which they felt their IT provider had resisted coming out onsite to address for over a year. In contrast, the STS service model includes as many onsite visits as necessary to resolve a problem.

Shortly thereafter, STS became the only IT provider for Grossman & Deitch ENT. Scantron also manages their security services platform that includes anti-virus, anti-malware, and web content filtering.



**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 à 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.