Case Study

Woolfson Eye Institute
Atlanta, Georgia

Before Tier3MD...

IT resources needed re-engineering from the ground up, with NO downtime…

- Separate Practice Management systems for billing and scheduling, each with distinct active directory domain. Accounting package had a third. No domain trusts in place.
- No company email domain.
- Multiple logins/passwords for each domain, with additional login and password for email access.
- Inadequate network security measures.
- No email groupware functionality. No distribution lists, shared calendaring or address books.
- No EMR or single integrated EPM system.
- Slow, unreliable WAN across all nine locations.

After Tier3MD...

IT trouble became a thing of the past, and the practice ran smoothly…

- A new domain using a Windows 2008 Server was installed. Trusts were created across all four domains. Users and application resources were migrated to the new domain, and the old ones were retired.
- VersaSuite, a Ophthalmology-specific EMR/EPM, was implemented at all facilities.
- An Exchange 2007 Server was installed, providing unified communications and groupware functionality for entire staff.
- A network security plan was put into action, including an enterprise firewall with perimeter protection, an appliance-based SPAM firewall and a centrally managed anti-virus utility for servers and desktops.
- A secure, centrally managed wide area MPLS network was installed, resulting in substantial bandwidth increase and improved systems performance and response time.
- The corporate office and datacenter were moved to new site with upgraded air handling and redundant power.
- Tier3MD helpdesk support and remote machine monitoring were implemented.
- Two additional locations were easily added and quickly integrated into network.

"The staff at Tier3MD is the best in the business. Their expertise, professionalism, and attention to detail make them a pleasure to work with. I'd highly recommend them to any other practice."

Marc Gilpin
CFO
Woolfson Eye Institute

Customer Profile
- Ophthalmologic Surgery Practice
- 9 physicians
- 75 employees
- VersaSuite EMR/PM

ROI
- Reduced downtime
- Improved efficiency
- Improved patient care due to installation of check-in kiosk
- Flat monthly rate eliminated surprise of break/fix PC repairs

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TIER3MD
IT SUPPORT FOR HEALTHCARE

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