

Managed IT Services for Healthcare Company

PROJECT DETAILS

 Managed IT Services

 Jun. 2016 - Ongoing

 \$200,000 to \$999,999

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"They're very knowledgeable in the field of IT."

PROJECT SUMMARY

Andromeda Technology Solutions served as the IT support partner to an orthopedic group. They are able to conduct most of their work virtually but provide on-site troubleshooting once a week.

PROJECT FEEDBACK

The client has been satisfied with the speed and accuracy Andromeda Technology Solutions displays when fulfilling requests. Additionally, the teammates they send to do on-site work have been knowledgeable and personable.



The Client


Introduce your business and what you do there.


I'm a clinical consultant for an orthopedic group.


The Challenge


What challenge were you trying to address with Andromeda Technology Solutions?

They provide IT support for us, helping us function on a daily basis.

 Clinical Consultant,
Healthcare Company

 Healthcare

 11-50 Employees

 Chicago, Illinois

CLIENT RATING

5.0

Overall Score

Quality: 5.0



Schedule: 5.0



Cost: 4.0



Would Refer: 5.0



The Approach

What was the scope of their involvement?

They provide online and in-person IT support. Once each week, they provide us with on-site technicians and support resources.

What is the team composition?

Our main point of contact is Christine (Service Advocate), but we also work with Carl (Director of Sales) and Tony (Director of Operations).

How did you come to work with Andromeda Technology Solutions?

We've been working with them for over five years, which is longer than I've been at the company. I'm not sure how we originally got in contact with them. We're currently in the process of constructing a new building for our company. They're setting up our systems and IT needs at that new location.

How much have you invested with them?

We've spent over \$200,000 on their services.

What is the status of this engagement?

We've been working with them since around June 2016.

The Outcome

What evidence can you share that demonstrates the impact of the engagement?

We're always satisfied with their work when they close out tickets. The on-site team has been knowledgeable and personable.



How did Andromeda Technology Solutions perform from a project management standpoint?

They're good at meeting deadlines. Additionally, they're accommodating and quick to address our issues.

What did you find most impressive about them?

They're very knowledgeable in the field of IT. We appreciate the wealth of information they bring to our company.

Are there any areas they could improve?

I can't think of anything at this moment.

Do you have any advice for potential customers?

Clearly communicate your needs because they're accommodating and willing to make adjustments as needed.

