


Managed IT Services for Private OB-GYN Practice

PROJECT DETAILS

 **Managed IT Services**

 **Jan. 2010 - Ongoing**

 **\$200,000 to \$999,999**

 *“Their whole team is really hands-on.”*

PROJECT SUMMARY

Andromeda Technology Solutions provides managed IT services for a private OB-GYN practice. They handle support matters by resolving issues as well as set up all hardware equipment and needs.

PROJECT FEEDBACK

The partner is very happy with the dedicated services and 11-year engagement. Andromeda Technology Solutions is extremely responsive and attentive. They maintain excellent communication and work seamlessly to meet all of the partner's needs. Patience and customer service are hallmarks of their work.



The Client


Introduce your business and what you do there.


I'm the IT administrator of West Suburban Women's Health. We're a private OB-GYN practice.


The Challenge


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

I manage our electronic medical records (EMR) but we're a smaller company and have different needs. We brought them on to be our outsourced IT support partner.

 **Marie Dixon**
IT Administrator, West Suburban Women's Health

 **Healthcare**

 **11-50 Employees**

 **Willowbrook, Illinois**

CLIENT RATING

5.0

Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 4.5

Would Refer: 5.0



The Approach

What was the scope of their involvement?

Andromeda Technology Solutions handles all of our IT-related services, from our internet security to our cloud hosting. They moderate and monitor our systems as well as provide cloud and smartphone device management. In the beginning, we used them à la carte for issues here and there. However, now we're on a retainer with them and they provide monthly support service for any issues. I can call anytime I need something.

Their team helps in a variety of ways. They upgraded us to Windows 10 and make sure we're up to date and compliant on everything. If a doctor has an issue with their computer, Andromeda Technology Solutions remotes in and solves the issue. Most of their work is remote but they come to our office if needed. For example, years ago, we were having terrible Wi-Fi problems, they came in and replaced our wireless access points.

They've also supported us during the pandemic. We're a group of all women with kids at home. Homeschooling children in a pandemic has its own challenges so we decided to change our giant conference room into a classroom. However, it'd be difficult for the kids to be pulling from our Wi-Fi network. Andromeda Technology Solutions set up and hardwired a separate network for the kids. They got everything ready to go in a week. They did all of the wirings and ensured our ports were alive all in a room that normally wouldn't need it.

What is the team composition?

Everyone has 1–2 technicians they speak to over the phone when they need something done remotely. I normally work with John (Account Manager) and another team member. Nathan (LAN Technician II) has come in person multiple times. Another one of their team members handles a lot of our big picture setups.



How did you come to work with Andromeda Technology Solutions?

They've been with our company since before I joined. I believe our organization had a previous IT provider that wasn't meeting our needs. That's why they switched to Andromeda Technology Solutions.

How much have you invested with them?

Annually, we spend anywhere from \$25,000–\$50,000 depending on needs.

What is the status of this engagement?

Our ongoing engagement started around January 2010.

The Outcome

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

I came into my position three years ago. From where we are now compared to where we were then – in terms of how the office functions and how smooth everything runs – is phenomenal. This is 99.9% due to Andromeda Technology Solutions' assistance and help. They guide us and recommend suggestions that enhance our business. Everyone is happier and a lot less frustrated.

Their help in transforming our conference room into a classroom was absolutely fantastic. This was right in the thick of the pandemic when everyone was trying to set up their home offices. I know they were very busy but they made it a priority to help us get that going. We were exceedingly grateful. They're wonderful.

What's more, Andromeda Technology Solutions is attentive and responsive. They don't have a lot of turnover which is really nice. We really like their client portal. I can call them late at night if there's a doctor or device emergency. I just can't compliment them enough.



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

They're a multifaced company with different departments. However, if we're working with one department and have to pull something from another department, it's completely seamless. I don't have to chase anyone and I'm contacted instantaneously. We've found them to be so incredibly helpful. They're patient and dedicated. I've even corresponded with their owner. Their whole team is really hands-on, which is lovely. There's no such thing as a dumb question.

What did you find most impressive about them?

Their response time is phenomenal. I can usually get a problem fixed ASAP.

Are there any areas they could improve?

Because of the pandemic, some of their team members were working remotely so there were some hiccups initially in getting everyone connected. I can't really fault them on that because the whole world was dealing with this. Once they got everything set up properly, they were humming along great.

Do you have any advice for potential customers?

Define parameters around what you want and need. Have a plan set up even before signing the dotted line. If you verbalize what you need, then everyone will be on the same page. Andromeda Technology Solutions will be able to handle whatever you need because they take direction very well.

