

# IT Consulting for Women's Healthcare Practice

## PROJECT DETAILS

 IT Consulting & SI

 Jul. 2011 - Ongoing

 \$50,000 to \$199,999

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*"They've been with us through it all, supplying us with whatever we needed, and their service has not changed a bit."*

## PROJECT SUMMARY

Andromeda Technology Solutions set up a medical practice's EMR system, choosing and installing software and hardware. They later built the IT infrastructure for a new office and recommended third-party vendors.

## PROJECT FEEDBACK

The client continues to work with Andromeda Technology Solutions and their recommended vendors because of their reliable service and quality of work. The team responds quickly and supplies tailored recommendations to the client's needs. Over eight years, they've built a personal relationship.



## The Client


Introduce your business and what you do there.


I'm the practice manager at Women's Health Consulting, IL LLC, a medical practice.


## The Challenge


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

We have a long history with Andromeda Technology Solutions. We started working with them when we were required to have electronic medical records (EMR) and needed help setting that up.

 **Teresa Jackson**  
Practice Manager, Women's Health Consulting, IL LLC

 **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?

Andromeda Technology Solutions assisted us in selecting and setting our patient management system. They helped us find and purchase the right set of computers and software to work with our patient management system.

A year later, our office was too small and we needed a new location. Andromeda Technology Solutions came in and built the IT infrastructure for our new office from the ground up. They got us all connected and found us the right vendors to do other things in the office, like installing call lights in patient rooms and switching our phone system from landline to VoIP. Andromeda Technology Solutions knew different companies that would work well for our needs, and we're still using those companies that they recommended. We haven't switched to anything else since.

### What is the team composition?

I started with Carl (Director of Sales / Sr. Account Manager) and have worked with three other people since. Now we work with a specific team for support. They have a great turnaround for responses. When we call in, we can get someone on the phone right away and have them come out within a few hours.

### How did you come to work with Andromeda Technology Solutions?

When we were trying to find a software company for our patient management system, we found out that Andromeda Technology Solutions had worked with both options we were considering. One of those software companies had an open affiliation with Andromeda Technology Solutions and recommended them to us. Their inside knowledge in helping us select a patient management system was instrumental in our choice.

### How much have you invested with them?

We've spent about \$50,000–\$75,000.



## What is the status of this engagement?

We first started working together in the summer of 2011. We moved to our new location in May 2012, and we've been working together ever since.

