

# Managed IT Services for Ambulatory Surgical Center

## PROJECT DETAILS

 IT Consulting & SI

 Feb. 2014 - Ongoing

 \$200,000 to \$999,999

“*We're quite happy with their services.*”

## PROJECT SUMMARY

Andromeda Technology Solutions provides IT services for a surgical center. This involves supporting the firm's workstations, securing data infrastructure, installing hardware, and maintaining HIPAA compliance.

## PROJECT FEEDBACK

The company praises Andromeda Technology Solutions' response times and project management skills. The team has exceeded the client's expectations, and the firm cites no areas of improvement or issues with their services. They also have impressive follow-through and quality of work.



## The Client

Introduce your business and what you do there.

I'm the administrator of an ambulatory surgical center. I also have a background as a nurse, so I also oversee our clinical and administrative functions.

## The Challenge

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

We needed IT consulting services, so we hired Andromeda.

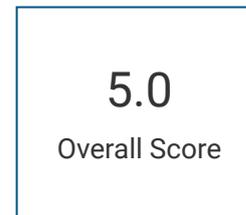
 Katherine Carlson  
Administrator, Rush SurgiCenter

 Healthcare

 1-10 Employees

 Chicago, Illinois

### CLIENT RATING



Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0



## The Approach

### What was the scope of their involvement?

Andromeda supports all of our clinical and business workstations; they also support our connectivity at a professional building. We connect to their network and also have our own servers for maintaining data and information within our surgery centers. Moreover, the team collaborates with our medical record vendor to ensure we have the support and connectivity needed to keep our electronic medical records running.

State and federal laws require us to maintain an archive of medical records, so Andromeda also supports us there. Overall, they make sure that our staff has the accessibility and functionality that we need while working in the office and during the after-hours when working remotely.

Andromeda has also purchased and installed hardware for us. They recommend what equipment to get, and we decide on a budget. The team also ensures that everything they purchase, install, or implement is functional. We either call them and collaborate remotely or they visit us on-site as needed. They've previously visited us every Monday to troubleshoot issues, but as we build stability, we've decreased our need for in-person support.

In addition to that, they maintain our firewalls and send out random tests to assess our weaknesses. They're also involved in our policy development with the current standards and requirements to ensure our HIPAA compliance, which protects our patient health information.

### What is the team composition?

We've dealt with Carl (Director of Sales & Senior Account Manager), who has been involved with us regularly in the beginning. They've since assigned Steve (Senior Technical Account Manager) to us, and we've had regular calls with him for our ongoing compliance policy review and security assessments. We also work with several technicians as needed. If we need an upgrade, they assign somebody to support us.



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

Andromeda was recommended to our company, and my predecessor was the one who hired them.

## How much have you invested with them?

We've spent between \$200,000–\$500,000 on their services.

## What is the status of this engagement?

We started working together in February 2014, and our engagement is ongoing.

## The Outcome

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

Andromeda's response times are immediate whether on the weekend or a weekday. While we don't track any other specific metrics, we're truly satisfied with them as a vendor. We also experience no issues. Overall, they've exceeded our expectations.

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

They've done an excellent job in terms of project management. To communicate, we typically use phone calls, emails, and tickets.

### What did you find most impressive about them?

Their responsiveness, follow-through, and quality of work are impressive.

### Are there any areas they could improve?

No, there aren't any. We're quite happy with their services.



Do you have any advice for potential customers?

Establish a contract that discusses on-site support if that's what you need.

