

Managed IT Services for Healthcare Consulting Company

PROJECT DETAILS

 **Managed IT Services**

 **Oct. 2020 - Ongoing**

 **\$50,000 to \$199,999**

“*Andromeda is always able to fix whatever issue we have in a quick manner.*”

PROJECT SUMMARY

Andromeda Technology Solutions provides managed IT services for a healthcare consulting firm. Their work includes dealing with the firm's day-to-day IT needs and helping them acquire a SOC 2 certification.

PROJECT FEEDBACK

The company has been happy with Andromeda Technology Solutions' work. Their response times are extremely fast, resulting in fewer downtimes for the firm's consultants. The team is also highly communicative, and they connect the business with many other people in the industry to help their work.



The Client

Introduce your business and what you do there.

I'm a data scientist at Advis, a small healthcare consulting company. I also manage all of our IT-related needs.

The Challenge

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

We hired Andromeda to manage our IT needs.

 **Jordan Pfaff**
Senior Data Scientist, Advis

 **Consulting**

 **11-50 Employees**

 **Mokena, 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?

Our company had used Andromeda before I started working here. We then switched to a different technology services provider. Then, about a year and a half ago, we talked to the Andromeda team to take over our tech support needs again. From there, we contacted their representatives and explained the things we wanted them to cover, such as the day-to-day technology, software, and security management.

After that, they tailored their services to what we needed. We didn't necessarily need a team to be available 24/7, but we needed someone who could manage specific technical issues that might arise.

At present, we use Andromeda's services to manage all of our IT-related requirements and day-to-day needs. For instance, they help manage our software issues and assist us in onboarding new employees. I also communicate directly with them to oversee our data security and things like that.

We've also been working on our Service Organization Control (SOC) 2 certification, a certification that proves our business has undergone an audit to demonstrate our business and practices as far as data and cybersecurity go.



What is the team composition?

I work directly with a few people from their team. My main point of contact is Rachel (Client Success Manager), who serves as the liaison between me and the technicians. I talk to her when we need something specific that I can't submit a ticket for, such as purchasing new machines.

I collaborate directly with Steve (Senior Technical Account Manager) on specific projects, such as planning for security updates in the future. I talk to him when we need to transition out of our old hardware. He's essentially the grand forward-thinker that helps us make IT decisions.

Finally, I've also worked with a few of their technicians who help us with our daily needs. There are 3-4 of them, and they're all familiar with our company and the issues we tend to have.

How did you come to work with Andromeda Technology Solutions?

Our company found Andromeda well before I joined it.

How much have you invested with them?

We pay them roughly \$4,000 per month. In total, we've invested around \$80,000.

What is the status of this engagement?

We started working together in October 2020, and the partnership is ongoing.



The Outcome

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

Compared to the other teams we've dealt with in the past, Andromeda's response times are extremely fast. If I need them to look at something right away, I can tell them that it's time-sensitive. Then, their team will work on it within an hour if not sooner. That directly relates to any downtime that we might have. Essentially, our consultants don't have significant downtimes because Andromeda is always able to fix whatever issue we have in a quick manner.

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

Andromeda's project management is great. I'm in close communication with Steve, and he pushes any projects we have forward. I communicate with technicians through a ticketing system. Otherwise, I directly contact Steve and Rachel.

What did you find most impressive about them?

Steve has been a huge help in connecting me with people in the industry. The Andromeda team has also been a great resource for us in terms of our SOC 2 certification. Moreover, their team is exceeding far beyond our expectations.

Are there any areas they could improve?

No, there aren't any.



Do you have any advice for potential customers?

Start the engagement by knowing exactly what you need from a contract standpoint. Determine how technologically savvy your employees are so you know the level of assistance you need from Andromeda. That way, you can tailor the technology solutions you get from them to your business.

