

# IT Use Case: **Healthcare**



**Improving  
patient experience,  
service quality, and  
operational efficiency**

## **THE CLIENT:**

A medical office was struggling to confidently manage their IT needs. To keep up with demand, they needed to access customer data quickly, from multiple devices, all while maintaining a secure and compliant network. They worried about cybercriminals, lag-time with their medical applications and how to support the needs of their growing medical staff. In short, they needed to be able to focus on taking care of their patients and not worry about their IT.

## **THE PAIN:**

- Maintaining HIPAA Compliance throughout IT environment
- Managing multiple vendors takes valuable time away from tending to the patients in their practice
- Inconsistent support from IT suppliers

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## **THE SOLUTION:**

- An MSP like CompuCom is HIPAA, PCI and ITIL certified
- The benefit of consolidated IT support with CompuCom Managed Services
- Single-source for US-based IT support, 24/7/365 “live answer” help desk

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