

# Computer Down Case Study

## **Business Challenge**

Technology is made by man and will fail.  
What happens when the owner's or doctor's computer fails?

How quickly can it be fixed or replaced? What is the process for data recovery or probability that the information is still viable?

What do you do to keep that individual moving forward?

## **Solution**

IRIS Solutions received a call on a Wednesday morning. The doctor's computer was not powering on. Within minutes, an IRIS Solutions Technician worked with the office manager remotely to run through the troubleshooting process. Together they purged power, did a power reset on the back of the device, and unplugged the power cord for a few minutes and then tried to turn it back on. None of this worked. The technician told the office manager it was time to replace the PC. The device was 2 years past the warranty.

The IRIS Solutions Account Manager sent a quote to the client and within minutes after the quote was signed, a technician drove to the office.

The onsite technician was able to get the computer to power on, however nothing came on the screen. The office manager said she needed this computer to work until the new one arrived. The onsite technician replaced the old video card with a new video card. The computer was able to run until the replacement computer was installed by an IRIS technician.

## **Results**

From start to finish, the doctor had a working computer within 4 hours of the initial call.



## **Client**

- ▶ An Endodontics Practice in Monroe, NC

## **Challenge**

- ▶ Critical workstation was not turning on.

## **Solution**

- ▶ IRIS Solutions was able to send a technician out to get the workstation up and running until the new PC was configured and installed.

## **Results**

- ▶ Due to the remote support technician and onsite support technician, the provider of the dental practice was able to continue to work on the device while the new PC was ordered, configured, and installed onsite.

## **Best Practices**

- ▶ Establish a relationship with an IT Support Provider with a Service Level Agreement to establish response times and policies and procedures for handling issues on critical devices.