

HTS AllMed's Customer Spotlight: Grossman & Deitch ENT

Office: Hoffman Estates, IL

Main contacts: Jo Dick, Office Manager

IT Concerns Impacting Their Practice

Prior to using Harland Technology Services (HTS) for IT needs, Grossman & Deitch ENT used a small IT company and became increasingly frustrated with them due to lack of communication and availability. This provider preferred contact via email, which meant getting a hold of them to help when their internet went down almost impossible.

When Jo would express her concerns over their network, she always felt rushed during the conversation as if she was bothering them. After a while, Jo was so discouraged by the lack of support from their IT provider that she began to attempt trouble shooting on her own in addition to her Office Manager tasks.

Jo knew that there had to be a better service option to meet their needs and expectations.

Harland Technology Services Steps In

HTS was introduced to Jo at an AllMeds Regional User Conference as the preferred IT services and solutions provider that AllMeds recommends to their customer base. The HTS local Account Manager and Pre-Sales Engineer Team began to work with Jo and her colleagues on service issues that currently existed, as well as what they envision their IT support looking like moving forward. It was determined that HTS would be a great fit.

Before we began working with this practice, we were asked by Jo to help with two problems that wouldn't go away with their existing provider. The HTS Regional

Service Manager for the area worked with getting the local HTS Field Service Technician onsite to see how we could help. The technician gave Jo a few tips on how she could consolidate space in the equipment room and explained how things should overall be set up for optimum efficiency.

One of the immediate issues we addressed was the consistent beeping of their battery backup, which their IT provider gave them the run around on for over a year. This provider resisted coming out on site to address a simple issue, where the HTS service model includes as much on site attention as needed to resolve a problem.

Shortly thereafter, HTS became the only IT provider for Grossman & Deitch ENT. Harland Technology Services also manages their security services platform that includes anti-virus, anti-malware, and web content filtering.

Harland Technology Services is the national IT services and solutions provider with over 1,500 healthcare clients being supported today. Our services include onsite maintenance and repair, remote network administration, network security services, hosted email services, and managed print services. If you have questions on how Harland Technology Services can help you, please contact Jillian.Dabovich@Harlandts.com for further information.

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