MANAGED IT SERVICES HELPS GROWING BUSINESS

Carolina Bone and Joint had a full-time IT manager, but as they looked to enhance their software capabilities across four locations, they realized

they needed something more.

The Challenge

Specializing in Orthopedic care, Carolina Bone and Joint (CBJ) has four locations spanning the Charlotte, NC region in order to better serve their customers. As with any growing business, CBJ employed a full-time Information technology manager to conduct their standard daily IT needs, but when it came time to switch over to a new electronic medical records system (EMR) they realized they needed more help than they previously thought.

"In all fairness, we had four different locations and one IT manager, so there were already some logistics issues there. Our technology wasn't very stable at all, and we realized as we looked into upgrading to a new EMR, our IT manager at the time just wasn't as savvy as we needed him to be," said Sandra Maxwell, Office Manager at CBJ, "as a whole productivity-wise, we were just down."

Enter Biz Technology Solutions, Inc.

Director of Software Development at Biz Technology Solutions, Inc. (BTS) says it's often times difficult for a single IT manager to keep up with today's every-changing technology.

"IT is just one of those different departments. When you have a single IT manager, you depend on that one person's expertise instead of research that can be conducted by an entire IT team. As an office manager you don't really know if the decisions that one person is making is necessarily the right thing to do. It's more of having to give them complete trust. Before working full-time with CBJ, we saw some things on the back-end that could be done better with some adjustments," said Director of Software Development at BTS.

After working with BTS on a few software and consulting projects, Carolina Bone & Joint began to look to BTS on more than just a project bases. When they realized her current IT manager wasn't able to handle the onset of the new software upgrade, they began to work with BTS on the IT services side.

"When you start to look at the expense of the IT person, and then the expense of the IT person's IT person, then an IT service level agreement (SLA) just starts to make more sense."

A Managed IT Services (SLA) agreement not only helps CBJ stay on top of technology, but it was also able to help them cut long-term costs.

A year or so went by that BTS worked hand-in-hand with the previous IT manager. During this time, BTS virtualized all of CBJ's servers, and acted as a consultant for their eClinicalWorks (ECW) medical records software.

"That's one of the other main reasons, honestly, that we began looking into an SLA. We needed someone experienced in ECW," said Maxwell. After months of planning on CBJ's side, they were finally able to take the plunge and kick-off a full service level agreement with Biz Tech.

"The service has been great, response time has been really good, and that was something I was honestly worried about at first. But I don't get any complaints from our staff our providers at this point, and believe me, if there was a complaint, that's something I would definitely hear about," said Maxwell.

Established in 1978, Carolina Bone & Joint began with a commitment to provide the very best care in orthopedic surgery, rheumatology and pain management. All physicians are board certified and are fellowship trained in their respective specialties. With offices throughout the Charlotte area and in Greensboro, NC, you are sure to find a location that suits you.

"After we brought BTS on with managed IT services we just started to slowly phase out our IT manager, he was basically using BTS as his on-call IT person. He was calling BTS whenever he needed to know anything and I was the person who got the bills. BTS was essentially the 1-800 number, and the company was paying for both his salary and the billable hours for BTS."

About Biz Technology Solutions, Inc.

BTS provides full-service technology solutios for medium to large organizations throughout the Southeast. We offer business-critical services including technology consulting, deployment of enterprise grade Information Technology, custom software development and support day-to-day operations. Our system analysts and engineers bring extensive experience to the rapidly advancing areas of technology, design, implementation and management. We can help you implement information technology initiatives that will support the long-term objectives of your organization using technology technology that lowers cost of operations, enhances customer service, and increases revenue.