Thrive Rebuilds Critical Infrastructure to Improve IT Operational Efficiency and Patient Care for Medical Provider, ENT Specialists.

CASE STUDY

THRIVE ℠

VERTICAL

Healthcare

SERVICES

◆ Global Network Management

◆ ThriveCloud

◆ End User Security Training

◆ Managed Firewall

CHALLENGE

Crippled by outdated servers, ENT Specialists faced daily operational problems, making it difficult for physicians to service their patients. At times when electronic medical records were completely inaccessible to providers, the practice would have to close and the business lost revenue. ENT Specialists turned to Thrive to create a solution that would stabilize their infrastructure quickly, allowing them to keep their business running consistently and efficiently.

SOLUTION

Thrive stabilized the foundation of the network and updated the switches in ENT's environment to all new Meraki equipment, managed by Thrive's top-tier engineers. Additionally, Thrive installed managed firewalls to replace legacy firewalls and improve security and visibility. ENT Specialists' outdated servers were virtualized, and their medical records moved off premises into the eClinicalWorks SaaS offering. The company has continued to migrate more business-critical applications into Thrive's private Cloud solution, ThriveCloud, as well as an Office 365 environment. As a cybersecurity measure, ENT Specialists adopted Thrive's end user security services. Utilizing Thrive's Security Team, the company gets monthly phishing tests and mandated quarterly cybersecurity awareness training for their employees.

RESULT

With the infrastructure built by Thrive's team, ENT Specialists no longer face daily technological interruptions. Physicians continue to service their patients without the fear of losing access to their medical records. The increased capabilities have allowed ENT Specialists to grow in new directions. The company has onboarded new physicians, launched its FYSICAL® Dizziness & Fall Prevention Center, and is adding more locations.

"Thrive's NextGen Cloud and Cybersecurity solutions are critical to our business and patients. Every minute counts in healthcare, and that's why we turned to Thrive to provide a swift, secure and innovative update to our IT infrastructure to ensure patient care isn't compromised." ~ Debbie Joyce, Operations Manager, ENT Specialists

How can Thrive help your business?

Thrive is a leading provider of outsourced IT Infrastructure designed to drive business outcomes by helping you get the most out of your IT.

To learn more about our services, contact us at 866.205.2810 or info@thrivenetworks.com