Medical Clinic Cuts Costs and Improves Patient Experience with Kirk ISS Managed IT Services

"We're very pleased with the IT support we get from Kirk ISS. Their engineers proactively solve issues and provide rapid resolution to our day-to-day IT issues. Our practice is better off thanks to their support."

Maria O Shea
Practice Manager, Seven Mile Medical Clinic

The Challenge

After a recent change in management, IT was identified as a way to improve productivity, while cutting costs. The clinic's existing Managed Service Agreement seemed unclear as it did not state what the practice was paying for and whether it constituted good value for money. Additionally, there were several long-standing issues that had gone unresolved.

Kirk ISS Approach

Kirk ISS conducted a thorough review of the client's IT Support needs, their inventory of equipment, and software licenses and provided a comprehensive IT Support proposal tailored to their needs. The new agreement reduced over-provisioned, unused, and redundant software, streamlining operations, and simplifying systems management while cutting costs.

The Solution

Kirk ISS worked with the staff at Seven Mile Clinic to support in-place products until the end of their useful life, rather than replace them. The clinic enjoyed uninterrupted support for their existing laptops, network firewalls, and servers, deferring the cost of replacement until such time as would be feasible and cost effective to do so. Kirk ISS also provided an all-inclusive support agreement, eliminating additional monthly spend and resulting in improved service levels.

Learn more about how our Managed IT service can help your business:
https://www.kirkiss.ky/fully-managed-it/

SM MC **Seven Mile** **Medical Clinic**

Solution Area:
IT Support

Sector:
Healthcare

In Brief:

- Gaps in IT coverage meant costly piecemeal support.
- Overprovisioned resources were scaled back accordingly.
- Unused and redundant software eliminated.
- All-inclusive support agreement offers predicatble monthly cost.
- Support existing infrastructure, extending the replacement schedule.

Outcomes:

- Monthly recurring savings of $1000.
- Guaranteed support with clearly worded agreement
- Improved patient experience thanks to no gaps in IT service.
- Improved cash flow by not having to replace costly hardware all at once.