

### ▶▶ Location

Geneva, Illinois

### ▶▶ Number of Employees

15 physicians, 3 locations,  
over 200 workstations

### ▶▶ Business & Metrics Impacted

Immediate savings from an  
initial network assessment on  
hardware and software pricing

Ongoing monitoring and  
proactive network checks

Medical-specific workflow  
expertise and experience

Strategic technology  
budget and plan

Full time Help Desk support

## ▶▶ The Challenge

A growing orthopaedic practice also had growing technology needs and concerns. A single independent IT person provided as-needed support, but the practice was not comfortable that their network had the backup it needed, nor the sophistication of medical-specific technology expertise. The complexity and multitude of IT systems made it necessary to outsource with “sub specialists”.

## ▶▶ The Solution

An initial network assessment provided Fox Valley with a complete report of network setup and licensing concerns, as well as a

“Our IT support now provides a broader expertise than any single IT person could provide. We are impressed that Pyron is able to diagnose and resolve our medical IT issues so quickly.”

– Mary O’Brien, CEO

“What happens if IT support is not available? What is our backup? We realized that we needed more resources to maintain our network, and it had to be a team.”

– Mary O’Brien, CEO

3-year strategic plan. One year later, because of the practice’s medical-specific expertise and ongoing Help Desk support needs, Pyron Medical IT Services was brought on board to handle Fox Valley’s network upgrades and managed services, including continual monitoring and proactive checks.



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