

Case Study: Georgia Hand, Shoulder & Elbow



White Glove Service for a Complicated Transition

Situation: Georgia Hand, Shoulder & Elbow (GHSE), a specialty medical center in Atlanta, had decided to build their own facility. During this process, they would also be consolidating a surgery center and an outpatient clinic from two separate locations into the new building. The type of complex project requires a tremendous amount of pre-planning, vendor coordination and project management, something they weren't confident their current IT provider could manage. Lynn Wolff, GHSE's CEO, describes the situation. "We were frustrated with them for many reasons. We would regularly have someone new assigned to manage us and we'd have to re-explain everything. We needed a dedicated IT person who would work with us, stay with us and get to know us as well as our own internal staff." Network 1 was selected as GHSE's new technology partner "The professionalism and knowledge they demonstrated made a great impression," says Lynn. "They really wanted to work together as our partner, not just be a 'call us when you need us' sort of vendor. It was a whole different feel."

Solution: Network 1 Director of Field Services Robert Cheek set to work and right away, Lynn could tell that the project was in good hands. "Robert was wonderful," she says. "He took over the management of this project's technology which was a tremendous help to me." Robert was actively involved in construction planning meetings and was instrumental in ensuring there were no surprises, thinking through all scenarios and possible issues to head them off at the pass. He acted as liaison with different vendor teams including phone, cable, low voltage wiring and AV. "Robert could speak with each vendor about the technical issues. They understood each other, so nothing was ever lost in translation." Throughout the project, Lynn was also pleased with the level of communication and assistance GHSE received. "Robert got to know us intimately and always asked great questions, he didn't leave it to me to direct. I told him what I wanted the end result to be and he coordinated and directed everything to make it happen."

Results: GHSE continues to provide exceptional patient care, supported by IT that helps them be more efficient and effective. "What could have been incredibly stressful was considerably less to thanks to Network 1," says Lynn. "The entire project and move went smoothly and was completed within schedule." Robert and the team at Network 1 continue to provide valuable insight and planning to GHSE. "When Robert starts to talk about security or compliance, things I don't really want to think about, and the things we can do now in anticipation of them, I know he's got my back and can gently steer me in the right direction," reports Lynn. "Technology is not what I want to be concerned with; I want to focus on patients and it's nice that Network 1 allows me to do just that. They are accessible, responsive and go above and beyond."

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