

Case Study

Gastroenterology Specialists of Gwinnett, P.C.

From Good to Great

Situation: Gastroenterology Specialists of Gwinnett (GSG) is a medical practice focused on digestive evaluation and treatment. They have four board-certified medical doctors, two locations (Duluth & Lawrenceville), supporting staff, and a fully accredited ambulatory surgery center. In 2009 the technical person at their IT support company left; they had been pleased with his support but they were not happy with his replacement. "Our computers and network are critical for our practice," states practice manager Betsy Roberts, "we can't afford to be down."

Solution: With their heavy reliance on IT, GSG was committed to finding the best IT support solution and narrowed it down to three finalists: a very impressive individual – deemed too risky since he was a 1-person company, a technically competent company – deemed to be "overkill" with the complexity they brought, and Network 1 – chosen due to their blend of technical competence, professionalism, experience with medical practices, and depth. "I was confident in our decision but still nervous as network turnover day approached," Betsy shared, "I challenged David Gracey [Network 1's CEO] to be as good as our original technical support person." Network 1 seamlessly handled the transition to their fixed-fee service plan including their 1-Vault (data backup), 1-Shield (firewall management) and 1-Guard (anti-virus protection) services.

Results: "The stability and up-time of our computers and network are a lot better than before. When I challenged David to be as good as our previous supplier I didn't know I was setting the bar too low compared to Network 1's standards!" Betsy exclaims. "Their remote monitoring and troubleshooting tools plus their bright and professional engineers get the job done. When we do need them on-site they arrive promptly, always know what they're doing, troubleshoot quickly, fix the problem and leave. Several times in the beginning I would ask the staff, 'has our Network 1 engineer arrived yet' and get the smiling reply of 'yes, he's come and gone already with everything taken care of.' Network 1 has quickly risen to my short list of top-notch providers."