From Unstable to Scalable

Potomac Physician Associates transitioned from an unstable IT environment that halted business operations 4–6 times a year to a stable, scalable environment that's empowering growth.

Potomac Physician Associates **+** **PEAKE** TECHNOLOGY PARTNERS

Vital Stats

110+ Employees

7+ years with PEAKE

3 Locations

EMR = nextgen healthcare

Problems

Frequent failures of office technology

Slow responses from existing IT partners

Fragmented solutions from IT partners

Potomac's existing IT partner had left them with an unnecessarily complex, expensive, and unreliable environment. Then, the one person at the partner's office who understood the configuration left for another job.

Partner

Potomac discovered an IT partner they could trust, and with PEAKE as their MSF, they have:

1

Number to call for tech support needs, including EMR

24/7

Systems Monitoring and Support

99.99%

Uptime Reliability

Solutions

These items were addressed immediately in order to stabilize Potomac's environment;.

Stabilized phone and internet connectivity

Deployed a hybrid cloud solution for essential business software

Ensured a secure, off-site backup solution for disaster recovery

Plan

Here's how PEAKE partnered withthe team at Potomac to find a solution.

1 Assessment
PEAKE's support engineers performed an assessment of Potomac's environment.

2 Strategy
A roadmap was developed to meet immediate needs and support future growth.

3 Prioritization
PEAKE helped Potomac prioritize which issues to address first and plan for next steps.

Stability
Since partnering with PEAKE in 2013, there have been no major technology crises at Potomac.

Scalability
Potomac had the support and environment it needed to grow 3 locations and 110 employees.

"Things have never run better. I'm rarely putting out IT fires, and I don't have to lose sleep over IT issues."

Dr. Steven Schwartz
Chief Medical Information Officer
Potomac Physician Associates

PEAKE TECHNOLOGY PARTNERS

(866) 357. 3253
PEAKEtechnology.com

SCHEDULE A CONVERSATION

PEAKE™
TECHNOLOGY PARTNERS

You need to provide reliable IT for your medical practice.

But Healthcare is too complex to manate in-house, and it's hard to find a partner you can trust.

Your team deserves to focus on your patients and practice while your IT runs reliably in the background.

That's why Healthcare IT is all we do.

We've built an army of experts to support you 24/7, and we answer every call.

We provide 99.99% Uptime Reliability, and we built our own data center to make sure it happens.

To ensure your security, we also built our own private internet network and a healthcare-focused VoIP platform.

Through those efforts and more, we've achieved a 97% Customer Retention Rate.

Here's How It Works

1. SCHEDULE A CONVERSATION
We'll make sure we understand the unique needs of your medical business, and we'll build a custom solution that supports them.

2. MAKE A SMOOTH TRANSITION
The most intimidating part of any change in IT partners is the handoff. We'll make sure it runs smoothly with minimal disruption for your team.

3. HAVE A PARTNER YOU CAN TRUST
Trust is earned, and we'll be working 24/7 to make sure you have secure Healthcare IT that runs reliably in the backgroundof your busy day.

SCHEDULE A CONVERSATION TODAY!