## **Putting Promises to the Test**

**About Women ob-gyn** needed better support for their healthcare IT. They gave PEAKE a chance to live up to their promise of reliability, and 2020 put that promise to the test.



#### **Vital Stats**



49+ Employees



11 Providers



3 Locations

## **Problem**



Their EMR was no longer offering hosting services.



So the search began for a new healthcare IT provider



The top priority for a new provider was reliable support.



About Women ob-gyn delivers 85% of the babies born in Prince William County!



Babies wait for no one, and it was critical that About Women's staff have reliable tech support 24/7/365.



## Out of 25 Bids,

PEAKE won the contract based on their promise of support. No one knew how 2020 would put that promise to the test.



#### The Flood

Only two weeks into the contract, one of About Women's locations suffered a freak flooding incident that destroyed their server room.

PEAKE helped them become fully operational in a temporary new space in 3 days.

#### The Shutdown

COVID-19 shutdowns sent everyone home, and About Women's staff was not accustomed to remote work.

PEAKE was asked to help on Friday. By Monday AM, the entire team was up and running.

### **Telemedicine**

About Women's physicians needed to make a rapid transition to telemedicine, which was new to their team.

PEAKE implemented the new system and had their staff trained and operational in one week.

### **The Return**

About Women's 3 locations needed substantial modification and preparation for their staff to return to on-site care.

Not only was the transition successful, but PEAKE was a week ahead of schedule.

# About Women

now has an IT partner they can trust. With PEAKE as their MSP, they have the support they need for any challenge that comes along.

1

Number to call for all tech support issues and a fast response.

24/7

Systems Monitoring and Support

99.99%

Uptime Reliability



"We were so lucky. Without
PEAKE, we probably would have
lost 3 months of downtime and
revenue. They have the
strongest support of any
healthcare IT provider I have
experienced."

Yolanda Raffert

Administrator

About Women ob-gyn



(866) 357-3253 info@PEAKEtechnology.com Schedule a Conversation



You need to provide reliable IT for your medical practice.

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

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 background of your busy day.

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

- 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 give you our 99.99% Uptime Guarantee, 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.

**Schedule a Conversation Today** 

