

# 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.



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



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



## 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 ob-gyn

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

**PEAKE**  
TECHNOLOGY PARTNERS

(866) 357-3253  
info@PEAKEtechnology.com

Schedule a  
Conversation

