

SUMMIT MEDICAL AND DENTAL ARTS

Case Study



“Obsidian IT took the time to meet with me and review our unique business structure. We have three separate health care businesses under one roof, all with different needs. They are proactively monitoring our network and hardware versus being reactionary when something goes wrong.”

-Janet Erwin, Office Administrator of Summit Medical and Dental Arts



PROBLEM

Summit Medical and Dental Arts, a specialized healthcare organization in Redding, CA needed a local MSP company to support their daily server, computer, and network. Previously, they used a company out of area and became frustrated with challenges involved in working with a long-distance service provider.



SOLUTION

Obsidian IT stepped in and took the time to fully understand the needs of Summit Medical and Dental Arts. We began by determining exactly where they should relocate their network infrastructure. The Obsidian team collaborated with Summit Medical and laid out a plan to alleviate the pain points they were experiencing. Some of these pain points were due to aging or faulty equipment and software. Over the course of six short months, Obsidian IT was able to completely transform their network from semi-broken to fast and functional.



RESULT

In conclusion, Summit Medical and Dental Arts' network operations have greatly improved. All servers, workstations, and switches were upgraded to the client's website enabling them to upgrade to the latest version of their vendor's software. This allowed radical improvement of productivity, functionality, and efficiency of day-to-day operations as well as increased network availability.