



# SOLUTIONS & SUCCESS

## The Inside Story

### Case Study

## How Managed IT Services Empowered Our Business

**Company & Location**

Florida Dermatology & Skin Cancer Specialists, Hillsborough and Pinellas Counties, FL

**Industry**

Healthcare

**Number of Employees**

92

**Services Offered**

Dermatology Treatment and Services

### Availability is an Advantage

#### Uptime is Essential

**Challenge**

We were experiencing system-wide shutdowns which prevented the use of our patient scheduling system and electronic medical records—both essential for healthcare organizations today. Waiting 24 hours for a response on IT issues wasn't cutting it. We needed access to technology experts with the knowledge to resolve our technology issues immediately.

**Solution**

Atlas had been an IT provider with a previous employer, so I knew they had the experience and knowledge to correct the problems I discovered after being hired as the Chief Operating Officer of this multi-group practice. I was confident they'd be able to build a solid infrastructure that made sense and could be supported.

Atlas monitors our environment 24/7 and I'm personally alerted whenever a system shut-down occurs and when it has been restored. I can then manage the expectations of the office staff and keep them informed in real time versus after the fact. Atlas has a 24/7 support line we can contact any time, plus I have contacts I can call in an extreme emergency. I'm confident our requests will be answered within a short time, if not immediately.

**Result**

We're better able to handle the unforeseen interruptions that will occur from time to time, and know that Atlas is doing everything possible to resolve it as quickly as they can. System issues that could've crippled our company and caused undo stress to our staff and patients are no longer a concern because of the responsiveness of Atlas.

# Compliance without Complexity

## Protection and Peace of Mind

### Challenge

Ensuring that our systems and IT communication pathways meet HIPPA and regulatory compliance requirements was always a concern. We deal with private and sensitive information every day, and didn't have adequate protection against hacking, ransomware and viruses. Plus, we had disjointed systems that had been band-aided together without the proper security.

### Solution

Atlas performed a complete security and compliance analysis of our systems, then recommended and implemented steps to resolve any weaknesses and properly protect our environment.

### Result

We've implemented the required safeguards to meet industry standards and comply with the regulations that govern the healthcare industry. We also now have the security measures in place to deal with the occasional virus that may try and penetrate our systems and access protected data. Atlas also streamlined our disjointed systems so they're secure.

## Partners in Success

### Atlas is our Trusted Advisor

### Challenge

Healthcare companies are under constant scrutiny and have an obligation to respond quickly and protect our patients. We needed a reliable, trustworthy company that had experience in managing a large group with multiple systems, services being delivered to multiple sites and significant levels of complexity—all while keeping costs down.

### Solution

With expert advice from Atlas, we've replaced hardware and software over the past two years with better, more affordable options that make much more sense for us—including staying within our budget. Our entire staff has more confidence, knowing we can always count on them to provide the best IT support delivered by the most knowledgeable, patient and friendly individuals.

### Result

Atlas is a true partner that takes the time to understand our challenges and goals, then give us multiple choices and competitive pricing. We can't say enough about their responsiveness, reliability, trustworthiness and above all exceptional knowledge of systems and what works best for our organization. From top to bottom, the staff at Atlas is by far the best of the best.

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**Laura Estes, Chief Operating Officer**



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Since 2006, Atlas Professional Services has been providing exceptional IT services to companies throughout Florida, helping them succeed with improved performance and optimized efficiency. From small start-up companies to large corporate offices, our experienced and knowledgeable staff can meet your unique needs. As a full-service IT partner, our services include backup and recovery, cloud computing, email solutions, migration and deployment, compliance, proactive monitoring, on-site and more.

**Contact us at 813-999-4499 or 813-999-4450 to find out how having a technology partner that goes above and beyond can accelerate your growth.**