



CASE STUDY

## **New Jersey Ear, Nose and Throat Specialists Turn To NJ's Technology Specialists For "The Cure" To Their Sore & Stuffed Up Technology**

**It was just 7 short years ago when Bergen Ear, Nose & Throat Associates reached out to Techsperts to help them clear up their technologies issues. Techsperts continues to be their only choice when it comes to computer technology solutions.**

BERGEN EAR, NOSE & THROAT ASSOCIATES, PA has relied on the technical services team from Techsperts since 2011. *Why?* Simple! According to their Office Manager, Linda, they couldn't do it without us.

Bergen's otolaryngology specialists have over 30 years' experience. Many of their patients turn to them as the experts in the fields of head and neck disorders, as well as cosmetic nasal surgery.

What they are not? Computer experts. This is where Techsperts comes in. Techsperts focuses on keeping the technology running while the medical professionals focus on what they do best, taking care of the medical needs of their patients.

Bergen is a very busy practice in Hackensack, NJ currently with 3 physicians, 2 head and neck surgeons, 1 audiologist and 10 staff members. Each member of the team has come to rely on technology for everything they do.

## **What Technology Challenges Were Doctors And Staff Dealing With?**

Bergen reached out to Techsperts simply because they were searching for an information technology company that stands behind their services. They wanted a tech team who would be responsive to the day-to-day issues from a busy medical organization.

Bergen also needed to have a technology company focused on improving their data and network security. They were ready to bring all of their systems up to the most current standards with technology security. The security of the network for medical clinics in New Jersey is of utmost importance.

This includes the patching and monitoring of computer systems, all network routers, firewalls, and even the EMR/EHR systems used throughout the organization.

What the team from Techsperts found was that Bergen had a number of outdated technology solutions, improper security protocols and controls, lack of secure remote access and even more shocking, a lack of reliable and regular occurring backups. They were at risk of being in non-compliance with many HIPAA regulations.

These issues needed to be addressed immediately.

Like medical clinics, the physicians and staff at Bergen Ear, Nose & Throat rely on their Electronic Health Records (EHR) software and other technologies. Because they were lacking the advice of a reliable and responsive information technology specialist, many of their IT systems were unstable. System crashes could result in important hardware and software not working properly. This, in turn, could cause delays in serving patients.

**You could say that they needed emergency IT support.**

The team at Techsperts replaced all of their aging hardware. We provided:

- Managed Endpoint Security
- Web Filtering
- A reliable Remote Access Solution
- Managed Cloud Backup
- Hosted Exchange Company Email and Email Encryption
- A Windows Server with HyperV to consolidate their data
- A Centralized Backup Solution
- A comprehensive, reliable Security Solution to ensure HIPAA Compliance

## What Specific Technology Solutions Were Used?

- A virtual private network (VPN): A secure and private network that now allows them to send and receive data and maintain privacy for their patients.
- Microsoft Office 365: A subscription plan that includes access to all the Microsoft Office applications plus other productivity solutions via the Cloud.
- A Managed Antivirus: A remote Monitoring & Management Antivirus Solution that keeps both known and emerging malware off workstations and servers.



- A Managed Cloud Backup: A turnkey solution that provides comprehensive local and cloud backup and recovery service to ensure data is safe and always accessible.
- Hosted Exchange Email: A version of Microsoft Exchange Server. It's delivered and accessed from a remote server or through a cloud service provider. When the Exchange server is installed and managed in the Cloud as a service, there are no upfront fees.
- Email Encryption to protect their emails from being read by anyone other than the intended recipients.
- Hyper-V which allows the practice to run multiple IT operating systems as virtual machines on Windows to increase resource efficiencies.

## What Products Did We Use?

- Dell
- Lenovo
- Hewlett Packard
- Microsoft
- Trend Micro Worry-Free Business Security Services
- Mozy Pro
- Rackspace
- ZixMail

## What Ongoing Services Does Techsperts Provide?

- Server and Workstation Monitoring and Maintenance
- Security Patching
- Domain and Email Management
- Managed Antivirus
- Managed Cloud Backup
- Hosted Exchange Email
- Email Encryption
- Microsoft Office 365

## What Was The Final Outcome?

**A happy practice!**

**Linda Siculietano is their Office Manager. She tells us more:**

"I was hired about 7 years ago, just after Joe and Techsperts came onboard. From what I understand, we really needed their help. Our EMR system and computers are everything. If we don't have access to our medical records, we can't work. We also use a virtual scribe service with iPads to transfer data to our EMRs. This must be up and running as well."

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## Feedback from Other Techsperts clients:

### "Techsperts Are Reliable And Dependable"

"I'm in charge of negotiating all new contracts and hiring vendors. I realized the value that Techsperts had been providing, so there was no need for me to look for another IT company. They are loyal and extremely dependable. If we need anything, we pick up the phone and Techsperts are always there. On a day-to-day basis if we need anything they respond to our calls immediately."

### "They Moved Our Office Overnight"

"We used to have 2 offices and wanted to merge them into one. Joe and his team managed to do this overnight so we were up and running the next business day. They rewired and relocated our IT and even worked directly with our phone service so we could get right back to work."

### "Techsperts Acts As A Liaison With Other Vendors"

"We use Medent for our EMR solution. Joe and his team interact with them to ensure everything integrates properly. And they also set up our out-sourced billing solution with virtual logins. Joe worked with this company's support team to get the program up and running and keep it this way."

### HIPAA Compliance

"Techsperts ensures that our practice remains HIPAA compliant. They upgraded our technology solutions and encrypted our email, so we no longer have concerns about data breaches."

### Mobile Computing

"Personally I can go home at night and not worry about whether technology is working back in the office. The doctors provided me with a laptop that I use at home to work from. If I have problems with it, Techsperts is always on hand to help. I call Joe and he solves my computer issues remotely."



### "Joe And The Team Go Above And Beyond The Call Of Duty"

"Techsperts helps us in so many ways. And they are always on call if we need them. If a physician needs a new computer or a fix for one, they are right on it. I know what good technology service and support means. I came from a hospital environment where the techs never responded as they should have."

### "Other Practices Should Use Techsperts"

Running a high-pressured practice isn't easy. But with Techsperts at least we never have to worry about our IT. I refer other practices to them all the time. They are invaluable."