

Managed IT Services for Healthcare Company

PROJECT DETAILS

 IT Managed Services

 May. 2022 - Jun. 2022

 Less than \$10,000

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PROJECT SUMMARY

F12.net has provided managed IT services for a healthcare company. They oversee network security and corporate processes and provide accounting support.

PROJECT FEEDBACK

Thanks to F12.net's engagement, the client and their internal staff is able to gain awareness about the risks associated with poor IT security. The team is detail-oriented and flexible, and they've ensured to keep the client on the same page. Their promptness and expertise are impressive.



The Client


Please describe your company and your position there.


I am the CEO of a long term care and assisted living facility


The Challenge

For what projects/services did your company hire F12.net?

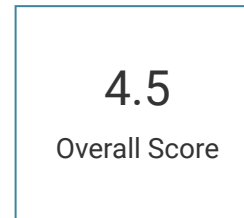
To take over managed IT services, complete an IT health check, and improve network security and corporate processes

 CEO, Healthcare Company

 Healthcare

 Parksville, British Columbia

CLIENT RATING



Quality: 4.5



Schedule: 5.0



Cost: 3.5



Would Refer: 4.5



The Approach

How did you select F12.net and what were the deciding factors?

I had worked with F12 with my previous organization, however they also put forth the strongest bid when I went to market for three pre-qualified bidders

Describe the project in detail and walk through their service package.

They made sure they understood the scope of work, they looked where gaps currently existed, looked at leading practices, understood our budget limits and parameters. They did introductions to their key team members along with understanding the goals we had as an organization

How many resources from the F12.net team worked with you, and what were their positions?

6-10 resources were working on the onboarding project with interfaces with our team. From the Business Innovation manager, to the Account Manager, Project Manager, Project Technician, help desk support to accounting.

The Outcome

Can you share any outcomes from the project that demonstrate progress or success?

The biggest success is that very few front line staff even knew we changed because it was relatively seamless. Senior Managers from our team had new awareness to the risks associated with poor IT security and processed that had been the norm, and the possibilities that exist when work with an IT partner



How effective was the workflow between your team and theirs?

Work flows were very detailed, kept us informed of plans, and were flexible to work around our needs and time constraints

What did you find most impressive or unique about this company?

The team's quick response time, level of depth and resources, and expertise available are notable in the workflow.

Are there any areas for improvement or something they could have done differently?

Perhaps more time spent on site to better understand the comm room, hardware etc. However, knowing that COVID is still interfering, it was understandable

