QUICK **FACTS**

Industry: Healthcare

Employees: 700+

Locations: 2 locations

Primary Solutions:
CIO Services, Managed Services, Project Help, Cloud Services

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Access to great resources plus a defined path for growth has greatly impacted our day-to-day IT operations. Things are moving much smoother now.

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Rick Bova, CEO
Oakwood Village

CHALLENGE

Increasing population demands and technology advancements in healthcare can be paralyzing for an organization. Our client's internal IT team was so busy maintaining systems and serving residents technology needs, that they struggled to take on upgrade projects. Piecemealed support from multiple vendors was disjointed, not well communicated, and made it hard to move initiatives forward. Additionally, they struggled to create an overarching strategy and vision for the future of their IT infrastructure.

"We were struggling to keep our heads above water. We had gotten so far behind in our infrastructure and systems, that the IT staff were constantly stuck in maintenance mode."

SOLUTION

ITP stepped in with a holistic outsourced approach for this healthcare client. From interns, service desk, network engineers, and the CIO – ITP has completely outsourced the organization's IT team. By closing previous disconnect between leadership, vendors, and staff – ITP has helped forge a clear roadmap for projects and upgrades. With this shift the client now has access to more resources and expertise within the ITP fold, which provides them the bandwidth to accomplish more and stay relevant within the industry.

"The shift to total outsourcing allowed us to continue to leverage resources who know and are experienced in our environment, as well as ITP's experts. Access to great resources plus a defined path for growth has greatly impacted our day-to-day IT operations. Things are moving much smoother now."

SUCCESS

Following the transition to completely outsourced IT, a total culture shift has happened inside the IT department. Their in-house employees were hired on full-time by ITP, and are now immersed in our team and culture. With additional resources and expertise from ITP, there are now fewer issues with IT. The organization now has a solid plan for system updates, and the internal IT team is no longer struggling to keep up with day-to-day maintenance. There is tighter alignment and clearer communication between the organization's goals and the team executing on those projects. The client can now focus on what they do best, providing quality and personalized care for residents.

"We transitioned our technology employees to ITP, and whatever it is... either from a cultural or resources standpoint, they seem to be much happier working for ITP. I see a huge difference in their attitudes and their responsiveness."