

CASE STUDY: Emerus

OVERVIEW



Emerus is the nation's first and largest operator of neighborhood hospitals. Emerus partners with leading health systems to provide excellence, empathy, and innovation in health care delivery.

CLIENT CHALLENGES

- ✓ Lack of resources and expertise in supporting enterprise network
- ✓ Customer experience – technology and support affecting customer satisfaction
- ✓ Gaps in cyber posture and compliance/assessments
- ✓ Lacked onsite resources
- ✓ Outgrown incumbent MSP
- ✓ Lack of uptime impacting revenue generation

NETRIO SOLUTION

- ✓ Managed IT services – Network
- ✓ Device management – 24/7/364 monitoring
- ✓ Voice Orig / Term with Teams Calling
- ✓ Onsite smart hands for break/fix and deployment services
- ✓ Helpdesk – Tier 1 – 40 locations / 3,000 employees
- ✓ Connectivity Procurement – DIA & BB
- ✓ Network OEM Procurement - Fortinet

WHY NETRIO?

- ✓ Turnkey solution to include Hardware, Connectivity, Managed IT Support, Cybersecurity
- ✓ Scalable solutions
- ✓ Strategic IT consultation
- ✓ Strong project management plan
- ✓ Single strategic partnership with one support organization
- ✓ Cost savings – time and money

OUTCOMES

- ✓ More efficient and effective IT execution
- ✓ Acceleration of strategic IT initiatives and compliance
- ✓ Higher revenue driven from increased uptime and better efficiencies between IT department
- ✓ Increased first call resolution
- ✓ Better visibility into IT performance
- ✓ Standardized configurations drove more predictable results