

CASE STUDY

Signature HealthCARE

Signature HealthCARE is a family-based healthcare company that offers integrated services in 5 states and 67 locations across the continuum of care: skilled nursing, rehabilitation, assisted living, memory care, home health, cognitive care, and telemedicine.

Signature
HealthCARE



Client Challenges

- Retention of IT Staff– challenged with keeping good IT talent
- IT Depth – Struggled with hiring the necessary IT expertise and experience
- Too much capital overhead for depreciating IT assets
- Lacked Operational Maturity and Processes
- Lacked IT Efficiency and Desire to refresh EOL IT assets
- Lacked processes and runbooks



Netrio Solution

- Endpoint Patch Management and RMM platform
- Fully Managed Network LAN
- Hardware as a Service (HWaaS) – Laptops, Desktops, Tablets, LAN Network Assets
- Asset: Inventory / Warehousing / Imaging / Logistics / Sparing
- Onsite Smart Hands and Technical Services
- License Management - Microsoft CSP Licensing



Outcomes

- **Customer was to accomplish their goal of turning IT into a complete Operating Expense**
- **Acceleration of strategic initiatives – IT is now a predictable Operating Expense**
- **Higher revenue driven from new online applications**
- **Lower cost structure**
- **Scalable Resource Model**
- **Shortened interval for new store openings**