

Managed Services Partnership Delivers Expertise and Dependability to Healthcare Organization



The Facts

Industry

- Healthcare

Challenges

- Reliable internet communications to provide telemedicine services & supply inter-connectivity across 12 office locations
- Antiquated, unreliable IT equipment
- Limited technology expertise to formulate & implement a comprehensive IT strategy

Solution

- NetGain's Technology OneSource™ Managed IT Services

Benefits

- Access to a scalable, always available, & deep bench of IT engineering experts
- Dedicated Virtual Chief Information Officer (vCIO) to provide ongoing oversight & planning for IT strategy development and implementation
- Proactive information technology management, maintenance, & monitoring to prevent outages, downtime, & loss of employee productivity

About Birch Tree Communities

Birch Tree Communities is a private nonprofit mental health organization. They provide recovery services to adults suffering from mental illness, throughout the state of Arkansas.

Birch Tree's core belief is *"for every person living with mental illness, there is a real expectation of recovery."* The organization has a commitment to participating in each of their members' unique recovery journey. Their members set the pace and lay out the course of their personal journey and Birch Tree supports them from start to recovery.

Birch Tree Communities provides a full range of clinical, rehabilitation, and associated services that allow their members to re-enter the community with new skills and hope for greater satisfaction with the quality of their lives. An extensive continuum of care also with members' residential needs.

Birch Tree Communities has program centers across Arkansas in: Benton, Malvern, Conway, Clarksville, Russellville, Clinton, Mountain View, Ash Flat, Melbourne, Oxford, and Newport.

The Challenge

"When IT first started reporting to me, I did not know what technical requirements were necessary to compete in today's business environment. With NetGain, IT now serves my business needs," recalled Elliott Chester, CFO of Birch Tree Communities.

With 450 employees and 12 locations throughout the state of Arkansas, Birch Tree Communities had challenges with their internet connectivity which affected telemedicine patient care and employee productivity.

Couples with their internet connectivity challenges, Birch Tree also had an outdated phone system and limited IT resources and expertise. Birch Tree had to make some changes.

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Elliott Chester,
CFO at Birch Tree Communities

The Solution

Birch Tree Communities began their engagement with NetGain with a comprehensive network assessment to understand the shortcomings of their current technical environments and what needed to be done to remedy their IT challenges.

Birch Tree was impressed with the breadth of knowledge and responsiveness that NetGain provided throughout the assessment process. The assessment not only made clear where they stood with their current IT infrastructure, it included a roadmap of remediation recommendations.

Today, Birch Tree uses NetGain's Technology OneSource managed IT services solution. NetGain's managed services provide them with deep expertise across all aspects of IT.

"From an investment standpoint, we are getting access to many different experts at a fraction of the cost of employing them," said Chester. "Managed services can appear to be expensive if you only look at the number; but, when you compare the cost and difficulty of maintaining an in-house team of full-time experts for the broad range of technology required to successfully run a business, the excellent return on your

Looking Forward

NetGain delivers first-class guidance, support, and management of Birch Tree's technology. In addition, Birch Tree has a dedicated vCIO who works with them to develop, maintain, and execute a comprehensive technology strategy to best serve the organization's needs, now and in the future.

"Before NetGain, we didn't know what we didn't know. Now we have the depth of expertise required to confidently respond to any IT challenges." Said Chester. "I know that whenever I call NetGain, they will have a solution for me."

Birch Tree Communities partners with NetGain on an ongoing basis to determine strategic IT priorities that help Birch Tree operate efficiently and provide the best care possible to their patients.

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Elliott Chester,
CFO at
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Communities

**Contact NetGain
Technologies Today
to Learn How
Managed IT Services can
Transform Your Business!**

About NetGain Technologies

Headquartered in Lexington, KY, NetGain Technologies monitors and maintains the systems and networks of businesses all across the South and Central US. NetGain's managed services allow companies to grow and expand through optimized technology solutions. Staffed by 100 engineers who hold over 300 technical certifications, NetGain supports clients across the technology spectrum and is SOC 2-certified, to assure confidentiality, privacy, and security.

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