

Sagitta Systems Business Case—Advantage Health Centers

About the Company

Advantage Health Centers is a network of community health providers that provide care on a sliding scale (depending upon the income of the patient) thereby serving public need for affordable healthcare and alleviating congestion problems with emergency rooms.

The Challenge

Computing systems are critical to the operation of today's modern healthcare provider. From records to billing to administration, hospitals and medical clinics are dependent upon their IT to run efficiently and effectively enabling staff to focus on servicing patients.

As a small healthcare provider, Advantage Health Centers cannot afford to invest heavily in personnel to run its IT systems and keep profit margins at a level that continue to support operation.

Solving the Issues

Sagitta Systems developed Advantage Health Centers' core network, leveraging best-of-breed network designs provided by Microsoft. By enabling Sagitta Systems to build the network, Advantage Health Centers was able to benefit significantly from Sagitta System's wide-range of network expertise that might not have been possible with in-house resources.

"I saw an ad in an IT magazine where a guy was clipping grass with clippers with a caption about the wrong tool for the job," says Stephen Arbour, acting Network Administrator. "For us, Sagitta Systems was the right tool for the job. Not only did they help us design, in large part, the network but also as the network has evolved, Sagitta Systems has continued to play a large part in that. It's always been in our best interest to reduce labor hours yet maintaining the highest levels of network management reliability."

As part of its Managed IT services, Sagitta Systems provides Advantage Health Centers with a host of services including Microsoft Exchange migration, Windows 2003 migration and maintenance, and tier 3 support for the local IT staff.

The Results

Through Sagitta Systems' Managed IT services, Advantage Health Centers is able to benefit from the reliability and performance of an enterprise-grade network without having the headache of local management. By providing "outsourced IT staff" services, Sagitta Systems enables Advantage Health Centers to concentrate on its core business with the comfort of knowing that if there's an IT issue which might disrupt operations, or impact customer service, Sagitta Systems is there to resolve it. In addition, Sagitta Systems' expertise in network development and deployment ensure Advantage Health

Centers that their network is the best that limited IT resources can buy. Both of these services result in high customer satisfaction (from clients) as well as lower internal operational costs for Advantage Health Centers.

“The most obvious benefit (of Sagitta Systems), to any employer, is the reduced need of IT staff,” says Stephen Arbour. “With only 2 on-staff technicians to address over 300 end-users, Sagitta fills the gap that we desperately need to keep 100% uptime for both servers and desktops. In fact, I would be hard pressed to find one complaint since fall of 2006 when we began using Sagitta Ssystems, without any additional cost going out.”

About Sagitta Systems

With over 10 years of experience, Sagitta brings expertise, best practices, and deep industry knowledge to each and every engagement. Sagitta Systems has served in an IT consulting capacity to a number of organizations nationwide in practically every major industry. As a computer consulting company with a national reach through local-market partners, Sagitta is able to negotiate better pricing from key suppliers, provide enhanced offerings, and leverage best practices across service offerings.

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