

Medical Services Highlights

Connected Office services appeal to the vast majority of SMBs from 5 to 100 users that are reliant on technology to operate their day-to-day business. Reliance is usually determined by the amount of corporate data they compile, collaborate and communicate via a network and/or the Internet. Medical services firms or healthcare providers rely heavily on technology, and now, The Utility Company.

Network Audit Uncovers HUGE Savings at Neuro Spinal & Headache Center of Southeast Georgia

Dr. Stephen G. Pappas, a double board-certified specialist, has been helping Brunswick patients at his Neuro Spinal & Headache Center (NSHC) in Southeast Georgia for more than 20 years. His office manager, Pamela Rotunda, approached The Utility Company with a request for an audit of their maintenance agreement with their software provider. Since NSCH is a Connected Office customer, their local Utility Service Provider, Andre Jones, arrived on-site and did a thorough network, PC and software audit. He then compared his results with the documentation Ms. Rotunda had provided from their software vendor.

Andre then contacted the software vendor to confirm information he had discovered during his audit. The software vendor finally conceded that "NSHC were involved in a mistake". Andre and The Utility Company insisted that the vendor take accountability to resolve the issue after the vendor tried to claim that their paperwork was over 3 years old with (sneaky) automatic renewals every 12 months. Jones finally got the vendor to agree to terminate the charges once notified in writing. **Pamela Rotunda**, the Office Manager at NSHC, praised Andre's efforts in saying, "Andre's understanding and persistence with our software vendor led to our finally being able to minimize our relationship to simple software support. We are no longer paying for support on old equipment like faxes and printers that were long gone. This will directly result in **huge annual savings** to our company"

"Being familiar with the software physician's use such as Medical Manager, Medisoft, Sage and Lytec, I've become accustomed to their support procedures and customer service", replied Jones. "Often an Office Manager may take 4-5 hours to get something done that will take me 20 minutes. And often what a vendor will say to an office manager or physician they would never say to me - because we're talking tech-to-tech. That's part of the advantage in having Connected Office and The Utility Company on your side as a small business. Worrying about your job - not the tools you need to do your job. We'll take those burdens off your shoulders"

South Georgia Allergy Clinic Gets Offices Connected with Connected Office

The South Georgia Allergy Clinic (or SGAC) is a practice dedicated to allergy and immunology for both children and adults. Growing to several offices in southeast Georgia, including locations in Brunswick, St. Mary's and Hazlehurst, meant the need to connect all of their offices - to increase productivity, improve customer service and decrease response times when accessing their medical database for patient information and billing. They looked to Quick Fix Computer Support, their local Utility Service Provider, to address all their IT needs including their networking requirements and HIPAA compliance. As a Connected Office customer, SGAC is assured that whenever they have a problem, regardless of location, they can simply call 1-866-MY-UTILITY for immediate technical support.

Larry Smith, an M.D. at South Georgia Allergy Clinic, has nothing but praise for the work of his on-site Utility Service Provider (Quick Fix) and the remote service of The Utility Service Center has done. "They are available whenever we need them and they do a very good job with our IT needs. (They are) an asset to any healthcare provider. We now enjoy a peace of mind knowing our network, data and backups are safe and secure, monitored 24/7."

Utility's View

"The traditional break-fix model is how 90% of today's small and medium-sized businesses consume technology, mainly because most people don't know our level of service exists. Unfortunately, the old model is about businesses paying a service provider or technician to put them back where they were yesterday," stated **Mark Scott**, President of The Utility Company. "Our model focuses on providing businesses with the ability to stabilize IT operations and budget while improving predictability and utilization - any new investments in technology are geared toward expanding revenues and streamlining business processes and costs."

There is a NEW WAY – join The Utility Revolution!

The Utility Company is a single-source provider of technology, communications and business management solutions for small and medium-sized businesses across North America. Our Connected Office Technology-as-a-Service program provides a single point of contact for ALL things technology delivering the required hardware, software and service for a monthly fixed fee per user. Customers are supported by local Utility Service Providers delivering on-site service and business-technology consulting to address the two major problems plaguing businesses today:

Over-Spending - the average business spends **\$360 per user per month** on technology

Under-Utilization – unfortunately **only 15%** of this investment is actually utilized

Our mission is to ensure our customers only invest in the technology they require to **operate, communicate** and **manage** their business effectively. **Our vision** is to transform information technology into what it should be – **a utility**.