

Eye Clinic of Wisconsin Case Study

CASE STUDY

RMM Solutions helps Eye Clinic of Wisconsin ensure the reliability of its systems today and prepare for the future.

Like many medical practices, Eye Clinic of Wisconsin is anticipating major changes in its IT systems in the near future. Federal and industry mandates for electronic health records (EHRs) coupled with growing patient demand for convenient online systems are forcing medical practices to rethink the role of technology and consider major upgrades to their systems and networks.

Thanks to RMM Solutions, Eye Clinic of Wisconsin is prepared.

The practice had an aging IT infrastructure along with reliability and support challenges. The RMM team came in and upgraded the clinic's IT systems and continues to provide sound guidance and ongoing support.

"We were at end of life with a lot of our technology, and we knew that we had a lot of upgrading to do. We just didn't feel confident that we had the expertise to do that in-house," said Sharon Long, Administrator, Eye Clinic of Wisconsin. "When we brought in RMM in July 2009, they had their work cut out for them. They've worked with us very well and we're in much better shape today. It has been a really good fit."

Local View

Eye Clinic of Wisconsin had a two-person IT staff, but the in-house personnel were struggling to keep up with changes in technology. The cost of ongoing training just wasn't practicable. Faced with major IT upgrades, the clinic felt that it was time to look outside for help.



"We have a very busy practice with six locations, so we needed someone who could support our local-area network, wide-area network and all the different servers that we have," Long said. "We had two IT people in-house who had been with the clinic for quite some time, but we found that we were unable to continue to support their educational needs. Because of that it was taking them too much time to research IT problems and figure out the right solutions.

And with all the change we're going through right now, it was just too much to try to do in-house."

Eye Clinic preferred a local provider, and was familiar with RMM's services. After researching various options, the clinic chose RMM as its IT partner.

"We had talked with RMM in the past, off and on, for various reasons, and were impressed with their capabilities. We also like the fact that they're local. We interviewed two other companies — one local, one not — but just felt that RMM was right for us," said Long. "We enjoy working with their staff."

"At RMM, we pride ourselves on providing enterprise-class IT services with a local touch," said Rimon Moses, CEO, RMM Solutions. "It's only by developing strong, long-term relationships that we can best meet the mission-critical IT needs of customers such as Eye Clinic."



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Catching the Vision

Key to the success of the relationship is RMM's commitment to understanding Eye Clinic's changing business and technology needs. In fact, RMM President Marc Martin meets with the Eye Clinic management team every week to discuss IT issues.

"He is part of our management meeting every Thursday morning, and we are very pleased that he does that," said Long. "We handle IT issues first. We go around the table and talk about anything that has come up, and then he's on his way. I think he finds it worthwhile — we certainly do. It's like having our own CIO on staff."

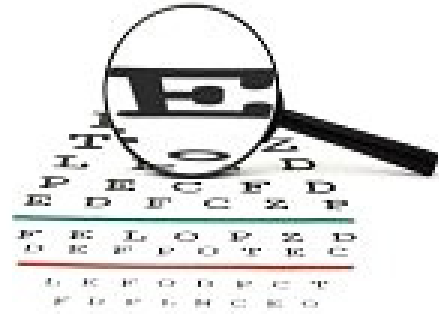
"I truly enjoy being a part of Eye Clinic's management meetings," said Marc Martin, President, RMM Solutions. "We hope that they continue to find our 'virtual CIO' concept to be a valuable resource."

This approach has allowed RMM to address technology challenges and recommend creative solutions. For example, RMM implemented an e-mail encryption solution that works far better than the clinic's previous e-mail encryption software.

"We work with patient information, so it is very important to us that we have systems protecting all of our data. We had an e-mail encryption system in place but it didn't work well for us. It was awkward and cumbersome, and the vendors we deal with didn't like it. RMM went out and looked at the market and brought in a new product for us. It's working very well. We hardly even know we have an encryption system — that's how well it works for us," Long said.

Eye on Reliability

RMM had to help prepare Eye Clinic for the future while ensuring that its systems were available to support the practice. RMM implemented upgrades to increase the



reliability of the network, and provides expert, ongoing support through its ProActive IT managed services program.

"We serve the public," Long said. "We have about 68,000 patient visits per year, and cannot afford to have our systems down. The two people we had on staff were good, and did a lot of workarounds. But you can only do that for so long before it catches up with you. We knew we had some big issues to tackle and wanted to make sure we had the expertise on board to steer us in the right direction."

"We're a very demanding client for RMM, I'm sure. And it's only going to be even more vital to have our systems up and running when we bring in EHR. But RMM's support is excellent. If we have any problems they either handle it remotely or dispatch someone immediately."

Medical practices of all sizes are facing the prospect of dramatic transformations within their IT systems. Eye Clinic of Wisconsin is well-positioned to take advantage of all that new technologies have to offer, thanks to RMM Solutions.

"We feel we are very well prepared for EHR," Long said. "We're also working on developing a Web portal so patients can pay online, register online, perhaps make appointments online. With all those things on our plate, we had to make sure our systems were in good shape. RMM has been a tremendous resource."



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