

**Kevin Joyce**

Chief Executive Officer
Orlando Orthopaedic Center
Orlando, FL

Practice Overview

Orthopedics

9 Locations

26 Physician

350 Employees

Exscribe

Orlando Orthopaedic Center

celebrates more than fifty years of excellence as Central Florida's largest independent orthopedic practice. In addition to physical therapy and MRI services, the multispecialty center features an outpatient surgery facility where physicians offer pain management and podiatry services, and conduct orthopedic and spine surgery.



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A Complete Overhaul Leads to a Solid Foundation

Orlando Orthopaedic Center Rebuilds IT Environment with Help from Dedicated IT

Situation

A lack of technology vision from Orlando Orthopaedic Center's IT firm was at the heart of their neglected and aged IT infrastructure. Compared to other practices of similar size, the growing organization's underlying technology was stagnant and had been for years.

Kevin Joyce, the Center's Chief Executive Officer, was well aware of the problem. "We had a range of ongoing performance issues with our IT vendor," said Kevin. "Whether it was a simple systems upgrade or keeping our level of security compliant, the vendor routinely had problems with execution."

The lack of effective project management by the vendor was also a serious concern. The vendor routinely missed project deliverable targets, and some project deadlines received extensions months past their original completion date.

Additionally, all services were provided from a reactionary posture instead of a proactive one. In fact, when the Center asked their prior outsourced IT company to restructure their IT model to fit their providers' needs, the IT company didn't understand their business model and couldn't accommodate their needs.

"The issues piled up to the point where we had to make a change," said Kevin. "We needed a new IT provider that would think and act purposefully and proactively."

Fortunately, Kevin was familiar with the quality of work that Dedicated IT produces. He decided to make a change.

I'm happy to have Dedicated IT as a partner, and I'm always happy to refer them to other organizations.

—Kevin Joyce, Chief Executive Officer of Orlando Orthopaedic Center

Key Results



State-of-the-Art IT Infrastructure

No longer must the physicians and staff at the Orlando Orthopaedic Center struggle with aging IT infrastructure. Since it moved on from its previous IT vendor, the Center now has a solid, efficient foundation, is better positioned to scale its infrastructure as it grows, and their physicians can focus on providing high-quality patient care.



On-Site Subject Matter Expert

An on-site subject matter expert truly understands the Center's business needs and workflows and acts as a first-level account manager and dedicated escalation point. "Along with equipment replacement, this was a major investment necessary to the operation of this business," said Kevin.



Reduction in Support Tickets

Within the first eighteen months, the Dedicated IT team reduced the average ticket count from thirty-six tickets per day down to approximately ten tickets per day by averaging a unique hybrid support model. Now, providers can see more patients, thus increasing revenue.

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Solution

Specializing in IT support and technology solutions for the healthcare space, the Dedicated IT team immediately set out to understand the Center's technology landscape and needs and began the technology roadmapping process. Within the first six months, DedicatedIT easily determined that the Center's infrastructure design needed to be modernized. Modernization included updating the Center's connectivity, virtual servers, and network design.

"During the first couple of months, we focused on giving the Dedicated IT team all the information and access they needed to do their best work," said Kevin. "During that time frame, the team completed a technology roadmap for us, establishing where we were and outlining where we needed to be one year, two years, and three years from now. We've never had that level of perspective."

Once that work was complete, the Dedicated IT team proactively identified that the Center's cyber insurance renewal may not be approved based on their current security posture, so Dedicated IT designed an update that helped increase the Center's cyber liability policies and lock in their coverage.

By using industry leaders in next-generation software, endpoint detection and response solutions, threat intelligence, along with implementing new permission structures and conditional access requirements, the Center's security posture was improved, both internally and externally.

Over the course of 18 months, Dedicated IT was able to reduce the number of daily IT issues from over thirty to under fifteen. The reduction in IT disruptions enabled a more consistent, predictable environment for the Center's patient visits and increased the number of patients providers were able to see each day.

About Dedicated IT

Dedicated IT provides outsourced managed services to healthcare organizations of all sizes and specialties. After two decades in the healthcare landscape, we understand the unique IT needs of practices like yours and have built an exceptional, scalable, and reliable support model around them. The team at Dedicated IT is driven by data and will make organizations stronger by delivering best-in-class managed IT services, managed security and compliance support, cloud and hosting solutions, and IT consulting services.

To learn more about how Dedicated IT can help your practice overcome IT challenges, improve your patient-provider workflows, and reduce your total cost of IT ownership, contact us at dedicatedit.com or sales@dedicatedit.com.