

Enhanced IT systems drive growth for medical services company

When an innovative medical services company realized their IT infrastructure wasn't up to par, they knew they needed a partner who could completely transform their digital environment.

National Cardiovascular Partners, otherwise known as NCP, empowers physicians with the medical technology and support services they need to run cutting-edge ambulatory surgery centers and catheterization labs. Despite their focus on leading medical technology, they were having problems with their own IT systems. Specifically, they had issues surrounding end-of-month reporting, application performance, VPN connectivity, and email outages.

"All of these items lead to unplanned expenses, inefficiencies that would cost people a lot of time, angst, and show up on the bottom line," said Jim Spellmire, CFO of National Cardiovascular Partners. "We needed a partner to unify our technology into a streamlined environment."

NCP ultimately chose to partner with **ESX Technology Solutions** because of their experience delivering enterprise IT solutions and managed services.

With NCP boasting more than 30 locations and 400+ employees, part of the challenge was delivering enterprise solutions guided by a new, comprehensive IT strategy that also catered to the individual locations. To that end, ESX moved NCP from a single point of failure exchange server to O365. They also rolled out fully managed firewalls and wireless access points (WAPs) for all 30+ locations, immediately creating a streamlined environment for the business. ESX also implemented state-of-the-art patching throughout all systems with anti-virus and OS updates, and moved all data to their private cloud without any disruptions to NCP's business.

Because NCP typically grows by acquisition, Spellmire said he appreciated the speed and support ESX brought to each new implementation.

"ESX provides a project manager that supports the technical aspect of these projects, once again eliminating the IT part of these projects as a major headache," Spellmire said.

After partnering with ESX, Spellmire said NCP's support tickets went down consistently month over month. Application performance saw a noticeable improvement, email issues and VPN connectivity problems went away, and their compliance and data protection status reached a new level. Their asset management software also provided visibility into what assets they had, the age of them, and gave NCP the ability to create a proactive schedule to refresh the assets and determine project costs.

"ESX has been a tremendous help in eliminating IT as one of our top issues," Spellmire said. "Each of our 30+ locations are more secure and standardized."

Spellmire said he's thrilled with the way ESX has improved NCP's business and said their ongoing partnership will help position NCP as an industry leader for years to come.

"They actually partner with us to navigate IT, allowing us to concentrate on our business," Spellmire said. "We are very satisfied."

*Ready to take your organization's technology and information systems to the next level? Contact ESX Technology Solutions today to **schedule a consultation**. We can't wait to show you how our innovative solutions can drive success for your business.*