

Mobile x-ray provider transforms their IT environment

For a medical services company, losing your IT service provider can spell disaster. But PPX saw it differently, taking the loss of their IT vendor as an opportunity to add capabilities and overhaul their aging digital environment.

PPX, which stands for Professional Portable X-Ray, provides mobile X-rays, EKGs and other medical screening services to patients outside of traditional healthcare settings. In 2010, they learned their IT provider would be closing. In choosing a replacement, they knew they had to find someone who could handle the unique challenges of their industry.

“The security and sensitivity of the information we’re handling is always of the utmost importance,” said Owen Schunk, Director of Operations at PPX.

Ultimately, PPX chose to partner with ESX Technology Solutions because of their expertise on medical image storage parameters and their strong network security and storage solutions.

ESX now provides network administration security, hosts most of PPX’s servers and supports their active directory. But they also build all of the VPN tunnels that allow PPX’s system to connect with a wide range of hospital systems. This critical service has to be able to operate from mobile units while following strict guidelines about protecting patient data.

Despite the challenges, Schunk said ESX has exceeded all expectations. Adding new capabilities has allowed PPX to represent themselves differently to clients. The outstanding reliability of network uptime also means Schunk rarely even thinks about his IT system.

“Those types of things allow me to focus on growing my business and keeping my employees happy,” Schunk said. “That means everything.”

Although he says issues are extremely rare, when Schunk has had to call about a problem, he said ESX’s response has been extraordinary, even in the middle of the night.

“I’ve never called to an unanswered line,” Schunk said. “I’ve been very pleasantly surprised by the responsiveness and the willingness to drop anything, including sleep, to address a problem.”

But as thrilled as Schunk is with the services ESX provides, he said that’s not been the most valuable part of their partnership. After working together for nearly a decade, he said what truly stands out is the relationship they’ve developed and the level of care ESX has shown. Schunk said ESX has routinely gone out of their way to help with things beyond their contractual obligations, becoming a true partner and ally for their business.

“It’s all about the relationship that we’ve paved with them and the trust we’ve built with them,” Schunk said. “It’s like we’re buddies and we have a great relationship. That means a lot to us.”

Ready to see what ESX Technology Solutions can do for you? Contact us today to schedule a consultation. We’d love to show you all the ways our services can drive success for your business.



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