

Windsor Dental CompuSupport

Renowned dental practice turns to Computrad for IT support

Organisation:

Windsor Dental Practice

Industry:

Health

Challenge

Take on the IT infrastructure AS-IS with a view of implementing sound IT strategies that will enable the staff to be productive with a focus on dentistry and not concern themselves with the day to day IT operations nor be at the mercy of IT issues that prevent them from carrying out their work effectively.

Solution

Implement CompuSupport IT Support service to:

1. Audit the existing IT infrastructure and understand the set up and deficiencies
2. Present plan to address deficiencies with clear milestones and timeline
3. Implement Computrad managed service agents to proactively monitor end-point logs, health, disk space, services and other facets of IT
4. Delivery a monthly report highlighting proactive issues we have resolved, system and network health, helpdesk utilization and other useful information such as trending data

Results

1. Higher productivity staff
2. Reduced risk from threats
3. Maximum confidence in their IT systems