



# Customer Experience

## Annapolis Pediatrics

### 60 Years of Caring

A thriving group practice, Annapolis Pediatrics provides exceptional healthcare to children in Annapolis and its surrounding communities. Over 20 physicians and nurse practitioners serve families from four locations – Annapolis, Waugh Chapel, Arnold, and Kent Island. Over time and with rapid growth, the firm's IT needs have expanded in scope and complexity – new offices, more users, mobile devices, EMR, online practice management, upgrades, and support.

### Aches and Pains

Busy doctors and staff were facing several IT challenges. At the main office in Annapolis, centralized servers and core infrastructure were being disrupted by environmental, power and connectivity problems. Service interruptions would slow response times, crash systems, and prolong downtime – when Annapolis had a problem, the remote sites shared the pain.

### Assessing the Symptoms

The firm needed more reliable, secure access to their practice management and Electronic Medical Records. Busy, on-call doctors expected 'anytime-anywhere' access to patient data, regardless of location – home, vacation, office or hospital. IT needed to be ready to accommodate more growth, new locations, and office moves. Beyond these operational needs, overall IT support costs and capital expenses needed to be reined in.

### The Right Diagnosis

DataLink was called in to prescribe a new and better IT arrangement – a comprehensive Private Cloud solution was designed and implemented to improve infrastructure, access, and cost. An offsite Datacenter now hosts the entire IT infrastructure, solving the environmental problems and enabling expansion of services on demand. Medical staff and managers have reliable 'anytime-anywhere' remote access to their Virtual Desktops for patient EMR data and applications using mobile devices such as iPads, tablets, and laptops.

### Prescription for Growth

With DataLink's 'Pay-as-you-Use' cloud solution, Annapolis Pediatrics no longer needs to budget for the latest and greatest in technology. They save money, having eliminated continuous investment in systems and upgrades. They rely on 24x7x365 support from a partner they trust and now have a solid business continuity plan that protects against downtime and data loss. Annapolis Pediatrics is thriving with DataLink's flexible, affordable approach to healthy IT.



"DataLink's desire to provide the best in service radiates from the top down. I would recommend them to anyone needing IT service and support."

- Lisa Wannemacher, COO  
Annapolis Pediatrics

## HIGHLIGHTS

### CUSTOMER

Healthcare provider  
Group Practice | Multiple locations

### SOLUTIONS

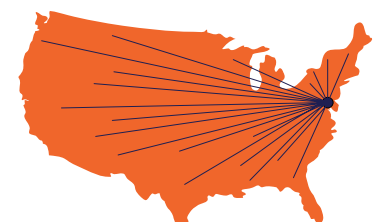
Private Cloud | Virtual Desktops  
Offsite Hosting of Apps & Data  
Remote Access from Any Device

### KEY BENEFITS

Improved Patient Service  
Secure, Reliable Infrastructure  
Simplified IT management  
Built-in DR | Business Continuity  
Single Source IT solutions & support

### COMPLETE COVERAGE

DataLink is based in Millersville, MD and supports your local, regional, and national locations.



We Make "IT" Easy