



Customer Experience

Annapolis Internal Medicine

Improving Patient Care with Technology

Caring for the Annapolis community for over 40 years, AIM has grown into one of the largest medical groups in the region. With office and healthcare technology assuming a vital role in supporting patients, physicians and staff, AIM recognized that managing networks, devices, and software requires the full time attention of experts. Ten years ago AIM turned to DataLink for the IT support they needed.

Guiding IT with Virtual Executive Services

Now whenever it's time to expand, upgrade, or integrate new technologies, AIM gets C-Level guidance they can rely on. With DataLink, the thriving practice stays focused on meeting the needs of patients and busy staff. DataLink is there to help AIM navigate every aspect of IT governance, risks, and compliance issues. It's a fast moving digital world, so DataLink provides security oversight, integration and training to help AIM stay compliant with HIPAA and HITECH regulations.

Easy Office Expansions

During a recent expansion, DataLink helped open more floors of AIM's building, installing cable from the first floor server room to interconnect devices in the new office space. To support staff mobility, DataLink designed and provisioned a network of Wireless APs throughout the offices. With DataLink coordinating AIM's vendors and service providers, no detail falls through the cracks.

Technology Upgrades & Ongoing Support

Managing AIM's upgrades, DataLink recently procured 20 computers and provisioned each with an OS and personalized client apps. After delivery onsite, they were connected to the network, tested, and introduced to users. DataLink also manages AIM's server room – the network connections, routers, switches and firewalls. Everything is remotely monitored and managed 24x7 by DataLink.

Prescription for a Healthy Future

In addition to providing day-to-day IT support and guidance, throughout the year DataLink sends in dedicated Technical and Business Solutions Consultants to meet with AIM management. They review network health and performance objectives and provide strategic IT recommendations. Whenever new technology requirements emerge, DataLink is always on hand to advise AIM on the best path to a healthy IT future.



"Technology helps us care for our patients. For over a decade we've counted on DataLink to keep our IT healthy."

*Yvette Perry, Practice Manager
Annapolis Internal Medicine, LLC*

HIGHLIGHTS

CUSTOMER

Medical Practice & Walk-in Clinic
Annapolis, Maryland

SOLUTIONS

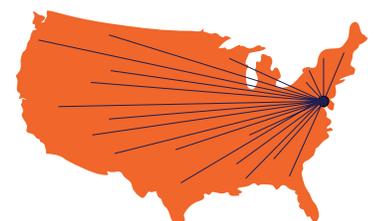
Virtual CIO / CTO
Fully Managed IT Service
IT Budgeting & Procurement
Vendor Management
Security Compliance: HIPAA/HITECH
Remote Monitoring
24x7x365 IT Support

KEY BENEFITS

Single-Source IT Solutions & Support
IT Management Simplicity & Savings
DataLink IT Experts On Call

COMPLETE COVERAGE

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



We Make "IT" Easy