



# Customer Experience KURE Pain Management

## A Very Healthy Business

With eight locations in Maryland, KURE has evolved into the Mid-Atlantic's leading pain management practice, attracting some of the nation's leading physician specialists, therapists, acupuncturists, and psychologists. Together they provide patients with individualized treatment to relieve chronic pain. When KURE started to experience expansion pains of its own, it turned to the IT experts at DataLink for an immediate consultation.

## Managing Growth Pains

To deal effectively with its expansion plans, KURE needed responsive, local support and knowledgeable strategic guidance. For example, it needed a reliable disaster recovery plan to protect against outages at each office location. KURE also needed a way to centralize, monitor and manage their multi-site IT infrastructure and comply with stringent new HIPPA / HITECH guidelines.

## A Holistic Approach

DataLink experts consulted KURE on its existing IT workflow and systems, and then prepared a thorough technology analysis. Detailed recommendations were designed to meet KURE's immediate and long-term IT needs. DataLink began by implementing an enterprise-wide business continuity plan. KURE's solution provides restoration of operations within one hour of a catastrophic event at any office site. To manage daily workflow, an on-site senior DataLink engineer now handles KURE's day-to-day technology operations and provides rapid response when IT challenges arise.

## Strengthening the Immune System

DataLink's full suite of IT management and security services proactively safeguard and support KURE's network, systems and endpoints, keeping KURE in compliance with HIPPA / HITECH regulations. Remote monitoring and management tools enable quick remediation when virus and malware attacks occur. A comprehensive security plan means KURE can keep up with emerging threats, evolving industry best practices, and changing regulations.

## IT Wellness Plan

With DataLink as its partner, KURE is well positioned to adopt new technology, as it continues to build its thriving practice and expand across Maryland. Growth is much easier to manage with Virtualization technologies that enable KURE to quickly bring on new users, add devices, and rollout new applications.

KURE now enjoys the peace of mind that comes with having an IT roadmap, effective tools, and experienced DataLink experts onsite to handle any technology challenges that come along. Always there for ongoing IT consulting and guidance, DataLink is helping KURE stay focused on its mission – offering patients relief from neck and back pain.

*"With DataLink handling our technology, I don't need to worry about IT issues."*

Bill Hughes, Chief Operations Officer  
KURE Pain Management



## HIGHLIGHTS

### CUSTOMER

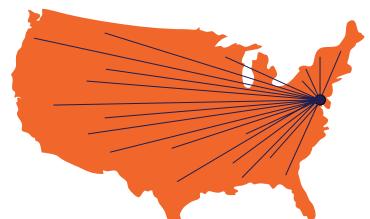
Healthcare Provider  
8 Offices in Maryland  
Actively Expanding

### SOLUTIONS

Consultation | IT Assessment  
Strategic Plan | Implementation  
Onsite Engineer | Help Desk  
Security Management  
HIPPA / HITECH Compliance  
Remote Monitoring  
Desktop Virtualization  
Business Continuity  
Disaster Recovery

### KEY BENEFITS

No-hassle IT Management  
Security Expertise  
Problem-free Growth  
24x7 On-call Support  
Onsite Consulting & Guidance



We Make "IT" Easy