



CASE STUDY - DURACK MEDICAL CENTRE

The Client

A fully accredited practice within the Western Suburbs of Durack/Inala is a state of the art, newly renovated Medical Centre. Fully equipped treatment room and pathology services, comprehensive health screening, skin checks, care and treatment planning, allied health co-ordination and service delivery are all just a part of the comprehensive health services they deliver.

The Problem

Finette Pook, Practice Manager at Durack Medical Centre expressed concern regarding the response time and availability of their current IT provider. The practice was suffering from weekly server problems that were causing disruption to the doctors and administrators. They had also been infected with a virus in the previous 12 months in which effects of the infection had never been fully resolved. They also wanted the ability to go completely paperless with all their medical records and documents. Without an integrated solution, they found it confusing talking to different separate companies for internet problems, phone problems, computer problems and practice management software issues.

Our Solution

All Managed IT installed a fully integrated system for Durack Medical Centre to suit their requirements and budget. An in-system alert was installed to advise All Managed IT of any problems or issues encountered to give the entire team peace of mind that IT support wasn't far away.

With proactive monitoring in place, and implementing a virtualisation solution, the practice was able to make full use of their existing hardware investments and the IT team were able to address issues before they start to disrupt the practice's operations.

The Clinic's issues with e-mail functionality were rectified by All Managed IT with Email Collaboration for the entire team. Enabling this function also allowed for a paperless clinic.



"From going from experiencing several IT related dramas every week to having none is just fantastic.

Even if you can't fix it straight away, I feel like I'm already troubleshooting because I have been able to express to you what the problem is and I know that you will work on it."

Finette Pook, Practice Manager

All Managed IT has built a reputation for high-quality software and hardware and service solutions for small to enterprise-class medical facilities.

Ask us today how we can help you.