CORPORATE TECHNOLOGIES GROUP

Key Business Issues

- Needed a trusted advisor to help with building an IT infrastructure.
- Office was looking to implement EHR and connectivity issues needed to be addressed.
- Voice and data expenditures required attention and any new costs needed minimized.

Results

- CTG recommended solutions and then project managed the entire process from start to finish.
- A stable, reliable, right-sized voice and data solution was implemented in preparation for an EHR implementation.
- CTG to be a watchful eye on bandwidth consumption.
- CTG provides ongoing account management and support.

The CTG Advantage

Unbeatable Experience
CTG has been in business for over 12 years, having well over 100 years of collective experience.

Diversified Portfolio
We offer a complete portfolio of products and services including both WAN and LAN solutions and Application/System Solutions.

Superior Client Support Group
We believe that people are the strength of our organization. We are a work place that attracts and retains top talent within our market.

Started EHR Process From Scratch And Ended With Success

Pulmonary Physicians Inc., a medical group practice of 35 employees located in Canton, Ohio specializes in critical care medicine, pulmonology, and sleep medicine. The practice consists of two locations, including a North Canton Sleep Center (www.ppisleepcenter.com). In an effort to provide the best possible care to their patients, Pulmonary Physicians Inc. (PPI) undertook the migration to a hosted EHR solution. Spear-headed by Practice Administrator Jackie Paulik, this initiative began in 2009 with completion scheduled for summer 2010. With little on-staff IT and network experience, it became immediately apparent that outside assistance was required to build the network to support the EHR platform. At that point, Paulik turned to Corporate Technologies Group (CTG).

Once engaged, CTG was tasked with assessing and stabilizing PPI's network in preparation for the EHR implementation. Through the initial assessment, CTG recognized the need to build an IT infrastructure from scratch. With CTG's assistance, PPI was able to select the proper suppliers and network elements necessary to support their needs.

Meanwhile, CTG performed an assessment on PPI's carrier provided voice and data network, including internet connectivity which is essential to the proper functioning of a hosted EHR platform. This comprehensive assessment, combined with the collaborative formation of goals, resulted in recommendations to stabilize the network with a minimal increase in cost. During the implementation of the new network, Paulik was happy to rely on CTG's Client Support Group to handle all of the details. "My project manager kept me informed each step of the way and made me feel MY project was her most important concern," said Paulik.

The end result of CTG's work is a network that fully supports PPI's hosted EHR platform at nearly the same cost as their pre-EHR network. "I can't even begin to explain how helpful CTG was throughout this entire process. I felt like you held my hand and I had to worry about nothing," said Paulik. "If I would've tried to do this on my own, I would've been lost and probably still paying for incorrect charges on my invoice."

Today, PPI continues to utilize CTG for day-to-day management of their voice and data network. From identifying problems related to user bandwidth consumption to assisting in billing issues and trouble ticketing, CTG acts as PPI's single source for assistance and resolution. Paulik adds, "I would highly recommend CTG to others and I look forward to our continued business relationship."