



CASE STUDY:

How Partnering with our IT Company Made Knoxville Institute of Dermatology More Effective and Efficient

Net3
Information Technology

KNOXVILLE INSTITUTE OF DERMATOLOGY

Long-term Net3 IT partner Knoxville Institute of Dermatology has been utilizing state of the art technology and advanced techniques to provide remarkable skincare results to the residents of East Tennessee for more than 10 years. And they rely on secure, efficient, advanced technology to remain a leader in their industry. When a relationship with a former service provider dissolved, Knoxville Institute of Dermatology lost their IT support – and turned to Net3 IT for a solution.





Lacking a Tech-Savvy Titan

Like any medical practice, Knoxville Institute of Dermatology relies heavily on high-functioning technology to keep their processes running smoothly, secure patient information, and store/access files. In a practice serving approximately 140 patients per day, having wifi, backup internet systems, updated hardware, and security is a necessity.

In the words of Practice Administrator Richard Forsythe, “If something goes wrong with the network, technology, or access, that is a huge number of patients whose lives are affected negatively.”

Unfortunately, after losing the IT support available through a former partnership, Knoxville Institute of Dermatology was left without anyone IT-savvy enough to take control of the minefield that is information technology software, services, and support.

The practice needed help, a new IT company that would take the burden off of their shoulders and let them focus on their own roles – and they found exactly that with Net3 IT.

“What takes the knowledgeable team at Net3 IT mere minutes to accomplish would have taken us hours. Having them take the IT worries off our plate gives us more time for our jobs and allows us to not fret over something IT-related getting done,” says Forsythe.



An IT Partnership Relieves the Burden

As the partnership between Net3 IT and Knoxville Institute of Dermatology has continued to grow and evolve, the companies have become more and more integrated. No longer do practice staff have to waste valuable time troubleshooting computer mishaps or solving IT conundrums outside their wheelhouse.

Now they have an experienced, responsive IT company standing by to help with everything from general computer problems to ensuring that the architecture of their new building is equipped

with the latest technology. If it's IT-related or in any way interacts with information technology, it's handled by the experts at Net3 IT.

"They've even advised us on the type of equipment to buy, the best ways to integrate IT into our building design, and how to keep records secure. All medical records and scheduling programs need to be secure, so that is vital. And, to date, our records have not been infiltrated," says Forsythe. "All in all, the practices and solutions put in place by Net3 allow us to be one of the most efficient and the most technologically-advanced medical practices in the region."



Knoxville's Fastest-Moving, Most Tech-Advanced Dermatology Practice

The partnership between the practice and our Knoxville IT company has grown into an invaluable one. On a daily basis, Net3 IT takes the weight of the IT burden off the shoulders of their team — even when the unexpected occurs!

When the COVID-19 pandemic hit Knoxville, the practice wanted to ensure that their patients and staff remained as safe and healthy as possible. One way to do that was to have part of the staff work from home, but in the healthcare industry that's not as easy as you might think.

"It sounds like such an easy thing to work from home, but it's actually so much more complicated to get adequate communications systems

in place to allow us to operate in the same way we would while sitting a few feet from each other in the office. I had to reach out to someone for guidance. Net3 had someone onsite on two different occasions to box up equipment, take it to someone's place, and set it up correctly. We've come through this pretty well and they were an incredible partner throughout it all. It was a great situation to have Net3 IT take the reins," says Forsythe.

Overall, the processes established by Net3 IT, as their managed services provider, have ensured that the vision of growth Knoxville Institute of Dermatology wanted to achieve was attainable.

And the value of the partnership is measured in more ways than simply efficiency! Knoxville Institute of Dermatology has had zero security breaches because of the security solutions put in place by Net3 IT. Additionally, the practice's reviews show that patients love the results.

“ Our patients love what we are doing and that's because of the systems we have in place from Net3 IT. They've enabled us to get where we are from an IT-standpoint. ”

-RICHARD FORSYTHE

Do you need to partner with a reliable IT company to relieve the burden of tech worries like Knoxville Institute of Dermatology? Let's talk about your IT needs! From VoIP to Cloud Services, we have the comprehensive IT support you need to succeed in your industry.



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