



“As a loyal Squartree customer who started smaller, our needs have continually been met by Squartree’s cost-effective solution.”

—JIM GREEN, NCCA

QUICK STATS

COMPANY:
NCCA

INDUSTRY:
HealthCare: Cardiology

NUMBER OF SITES:
6

COMPUTERS:
100+ Workstations &
Tablets

11 Servers

SOLUTION:
ProactiveIT²

ProactiveIT² Gold: A COMPREHENSIVE SOLUTION

Northern California Cardiology Associates (NCCA), an association of cardiologists, had outgrown their existing IT solution. Their network had become larger and more complicated due to expansion, but they were still using the same approach to IT support—an IT professional visiting once per week.

NCCA’s dependence on accessing electronic medical records became problematic, causing their tolerance for downtime to decrease. System errors and downtime were now detrimental to their business. NCCA decided that they needed a more proactive and comprehensive IT support solution.

NCCA considered several options which included hiring an IT professional on-site full-time. A long-standing customer of Squartree IT Projects, NCCA decided to contact them regarding a possible new solution. Squartree’s CEO, Bill Pennock suggested ProactiveIT², an automated system that continuously monitors the network 24/7 x 365. One of the main reasons NCCA likes this solution is because it is financially advantageous: they still receive full coverage forty hours a week and the cost is less than a full-time employee.

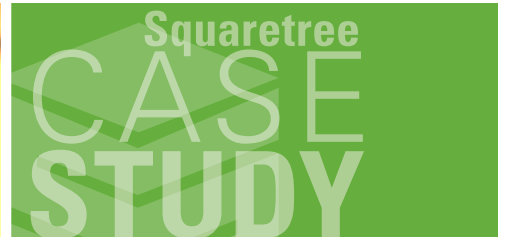
ProactiveIT² provides major benefits for NCCA. It has freed up a lot of time spent on routine functions, and now they are able to use that extra time for more important tasks. Response time is much faster and the system is much more

stable. The doctors who need to access the medical records are much happier with the results.

Squartree’s ProactiveIT² Gold is the right choice for NCCA because it consistently meets their needs, it is more cost-effective than alternative solutions, and it provides peace of mind. Jim Green, NCCA’s Practice Manager says, “*We have been working with Squartree since 2000, and their customer service has always been great! They are very responsive and have helped our company grow.*”

THE BENEFITS:

- **Peace of Mind:** NCCA never has to worry about potential downtime or failure to access critical data, such as electronic medical records.
- **24x7 Network Monitoring:** ProactiveIT² automatically examines the critical health of NCCA’s devices and applications to ensure everything is functioning normally.
- For a fraction of the cost of a full time employee NCCA gets a remote **Network Administrator!** ProactiveIT² provides NCCA with an “insurance policy” for their network. This inexpensive service will save them a fortune in emergency network problems.
- **Failure Notifications:** ProactiveIT² provides immediate notification of



any network problems and enables Squaretree's IT staff to be proactive rather than reactive about any issue. Squaretree staff can be on site to fix something before it's a serious problem.

- **ROI Analysis:** ProactiveIT² gives NCCA the historical data regarding their IT needs, helping them to make informed business decisions.
- **Affordability:** NCCA's alternative option was to hire a full-time IT professional, which would have been much more costly and would have only provided forty hour-a-week coverage, minus sick days and vacation. For a fraction of the cost, ProactiveIT² monitors the systems 24/7 in addition to forty hour a week coverage—and it never takes a day off.

THE RESULTS

NCCA is happy with results of ProactiveIT². Their current systems are running optimally, and they never have to worry about accessing medical records or downtime. They have found ProactiveIT² to be an affordable solution that is tailored to their specific needs.

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