



"It's been a wonderful experience from the beginning. Their customer service and turnaround are excellent. Everything we have requested from Squartree has been provided – above and beyond our expectations."

— OFFICE MANAGER

QUICK STATS

COMPANY:

Sacramento-based Healthcare Company

INDUSTRY:

Healthcare

SOLUTION:

Custom Application

Customized Applications: ACHIEVE RESULTS WITHIN YOUR BUDGET

A Sacramento-based healthcare company that develops and implements disability management programs had recently expanded their product line and were redefining their processes for the new products. They needed to streamline their referral, reports and invoice systems so that they could keep pace with their growth as a company.*

In addition, the organization was having database issues as a result of a previous attempt to improve their reporting. The business had hired an IT company to help with streamlining their data, but they were not happy with the results or customer service. There was often a delay in the company's response, and they had to request changes multiple times. There were also continuing issues with the programs because the implementations were not done correctly.

The business had already invested thousands of dollars and years to build their software; unfortunately, they were not getting the support or changes they needed to obtain the results from their investment. They decided to look for a new IT company that would provide them with the level of service they needed. When researching companies, they chose Squartree because of its reputation for quality customer service and reliability.

When Squartree began working with the healthcare organization, they made a mutual decision to upgrade the reporting system in phases so that the company could progress along with the solutions. Squartree was also able to keep and maintain the application in which the business has invested a significant amount of time and money. The company's office manager stated, "Squartree provided wonderful suggestions, and they intuitively knew what was needed to improve our processes."

Now the healthcare company has a much more streamlined and centralized process for their reports. Everything is now in one location so that information can be accessed quickly and efficiently. The business has noticed a major increase in productivity, and the quantity and quality of the work throughout the company has greatly improved. They were also impressed with how Squartree developed these solutions with the organization's budget constantly in mind.

"Squartree always provided us what we wanted the first time. They were accurate and customer service-oriented, timely, always pleasant and extremely budget conscious," the office manager confirmed.



THE BENEFITS:

Customer Service:

The company found Squaretree's proactive approach to providing solutions and problem solving extremely beneficial when achieving their goals. Knowing they could trust Squaretree to follow through with their ideas opened up communication and allowed the company to focus on their results.

Customized Solutions:

Squaretree resolved the organization's existing IT issues and developed a plan of "phases" so that the business could grow with the new processes. Each phase that Squaretree developed involved a clear plan that fit the company's timeline and budget.

Budget-Minded:

Squaretree developed solutions with the company's specific budget in mind, creating cost-effective answers for the company's issues. Squaretree was able to use their existing resources and processes and optimized them so the company could grow without going beyond their budget.

Increased Productivity:

Squaretree centralized all of the health-care company's reporting, referral and invoice solutions so that the information could be accessed much more easily. As a result, employees throughout the business were able to work more efficiently and accurately.

Squaretree Software

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**Company requested confidentiality for this case study*



On Time, In Budget, Beyond Expectations