



Practice-Pro Case Study

Practice-Pro switched to ProStratus to strengthen their IT security and have faster access to tech support.



The Challenge

What happens when
technology issues
interrupt the smooth
transaction that Practice-
Pro has built their
reputation on?

An Unresponsive IT Vendor was Slowing the Business Down

Practice-Pro is a Springfield, OH company handling physician billing for pain management medical facilities across the country. Practice-Pro reviews the medical coding and submits the claim to insurance, alleviating billing headaches for the doctors. Practice-Pro has been in business for 18 years and currently has a staff of 18, who are all invested in the relationship with their doctors. In fact, their slogan is, "Your business is our business."

Practice-Pro realized how much they depended on technology and hired a vendor to support them. When an issue arose, they picked up the phone and expected their vendor to fix their issue. What they consistently found, however, was less than timely response. After several years, they finally realized this frustrating non-responsiveness led to too much downtime, which in turn impacted not only *their* bottom line, but their customers, as well.

ProStratus Alleviated That Frustration and Much More

Discouraged, they turned to ProStratus, after a mutual friend recommended them. ProStratus' tech team did a free network evaluation and listened to Practice-Pro's technology goals. Obviously, a 24/7 support team was critical. Also, top on the list was the ability for their leadership to work remotely and collaboratively. Security is a high priority for a medical records company, so daily backups and updated anti-virus protection along with validating HIPAA compliance was mandatory. Practice-Pro knew they were under-utilizing the technology they had and needed someone to guide, support, and update their company's IT. ProStratus' solution was Essentials Complete.




**Mutual Trust
Drives us**

Client is highly satisfied

Since using ProStratus, Practice-Pro has gained 2-4 hours a week in productivity, and they don't have to worry about downtime. Anti-virus was installed on every computer, and they are HIPAA compliant.

David Deppen, Practice-Pro's Office Manager, recommends ProStratus. "ProStratus worked in the background very well. They are quietly efficient, and they don't disrupt our productivity like our former vendor did." He looks forward to future ways Practice-Pro can utilize technology and help physicians. After all, "Your business is our business!"



“If you are looking for someone to work non-disruptively in the background to remove issues, Prostratus is a great solution for you.”

David Deppen

Office Manager of Practice-Pro



ProStratus Services

Managed Security

Managed Backup

Cloud Solutions

Managed Applications

IT Solution

Remote Monitoring and Management

Managed Mobility

Managed Communications



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