

Case Study:



Location:

New York, NY

Industry:

Nonprofit,
Community Healthcare

Employee Count:

1,200

About Brightpoint Health

Established in 1990 as a residential skilled nursing facility focusing on people living with AIDS, Brightpoint Health is one of the acknowledged leaders in offering integrated medical, behavioral, and social support services in New York. Every day, the organization leverages 24 health centers across all five NYC boroughs to serve a population of 43,000 patients annually.

Brightpoint's Challenges

When Paul Vitale took over as President and CEO of Brightpoint Health in 2009, he was tasked with transforming the organization into one of the leading community healthcare providers serving New York's at risk population.

To accomplish Brightpoint's growth and organizational goals, it became immediately clear that something had to change with Brightpoint's IT. At the time, Brightpoint's internal IT Department was loosely structured, reactive in nature, and highly ineffective. System outages, poor response times, and lack of strategic IT vision were costing Brightpoint revenue, productivity, and most importantly, quality of care for the clients.

Since Brightpoint's executive team had little knowledge of IT, it was very difficult for them to identify and remedy core issues surrounding IT. With an upcoming implementation of an organization wide Electronic Medical Record system, the need for guidance on how to develop and implement reliable IT solutions and support was becoming more evident.

"TEKConn is a vital part of the Brightpoint family. Their entire staff is dedicated to the success of our organization. We wouldn't be where we are today without them."

- Paul Vitale, President and CEO, Brightpoint Health

The Solution

TEKConn was initially brought in to provide an IT benchmark assessment of Brightpoint's network and support operations. As part of the initial engagement TEKConn met with senior executives from Brightpoint to understand their business goals and challenges. The assessment also included a full review of Brightpoint's IT infrastructure, as well as support staff and operations.

TEKConn's assessment was able to clearly highlight gaps in IT scalability, security, reliability, and operations that would impede Brightpoint from meeting their overall organizational goals.

Impressed with the deliverables from the initial assessment, Brightpoint hired TEKConn to take on all aspects of IT from Help Desk support to executive level IT management. Specific highlighted services and milestones included:

- Implemented enterprise IT tools and staff to deliver daily Help Desk and network support
- Developed IT policies and procedures to meet HIPAA and other regulatory requirements
- Successfully coordinated the implementation of multiple technical initiatives to improve IT infrastructure including
 - Upgrade of network infrastructure to accommodate rapid growth from 200 – 1200 users and 4 to 24 clinical sites
 - Implementation of multiple Electronic Medical Records System, Voice Over IP phones, Cloud based E-mail, file storage, and accounting system
- Provided resident VP of IT that worked as part of Brightpoint's executive team in organizational planning and strategic goal execution, (including executive retreats, board meetings, and executive weekly calls)
- Successfully integrated IT from several acquired firms and subsequent transition to Hudson River Health (merged Brightpoint in 2019)

The Results

By engaging with TEKConn, Brightpoint Health was able to transform IT from an inhibitor of their organization to an enabler of their organization

Specific outcomes included:

- Gave Brightpoint's executive team piece of mind and understanding of IT operations
- Provided greater alignment of IT efforts to meet the overall needs of the organization
- Allowed Brightpoint to focus on IT initiatives that drove a competitive advantage
- Established trackable KPIs for greater visibility into IT support and service performance
- Increased reliable IT infrastructure to meet 99.9% uptime requirements
- Improved productivity and satisfaction of staff