



# HOW A LAS VEGAS SURGERY PRACTICE SAVED **TENS OF THOUSANDS OF DOLLARS** WITH A TOTAL IT SOLUTION

## 6 Minute Read

When people depend on you to transform their lives for the better, you can't drop everything to deal with IT hassles and slow internet service. But that was exactly the problem facing Nevada Oral and Facial Surgery, a Las Vegas team of board-certified oral surgeons and facial surgery specialists.

Their practice relies on advanced technology to plan and perform each surgery virtually before beginning the actual procedure. They scan the patient's mouth with a special intra-oral mouth camera, perform a CT scan, and send the files to a laboratory. Once the analysis is completed, the dental lab and the surgeons prepare an online virtual surgery. Their teamwork helps ensure that when it comes time for the actual surgery, the patient gets the most effective results possible.

The procedures typically reset the bones in the jaw and face so that patients can chew and eat normally again, and regain confidence in their smile. "These are involved surgeries. They change people's lives," said Lorraine Hauswirth, Director of Operations.

Utilizing this breakthrough technology requires sending massive data files across the country. But in the past, the practice lacked the reliable, speedy internet service they needed to keep up with demand. The resulting lags were slowing down their practice, delaying much-needed surgeries and costing them tens of thousands of dollars.

## *"We were Unable to Function"*

"The connections between our northwest location and our Henderson location tended to lag," said Hauswirth, describing the slow internet service that once held back her practice. "That brought our production down, because we were unable to function at our normal rapid pace."

The slow internet connectivity was made worse by unreliable managed IT services. Because their IT service provider was located out of state, getting problems fixed promptly was difficult or impossible.

"They weren't accessible to us. It became a real headache on my end. I had to keep following up with them, and that took away time from what I really need to be doing," Hauswirth said.

The clinic needed a complete solution that made everything work – a total package that included faster fiber internet, reliable managed IT services, a fully-featured VoIP phone system, and strategic IT advice.

They decided to call Intelligent Technical Solutions.

## **Faster Fiber Internet with Guaranteed 99.999% Uptime**

The fiber internet service they now get from ITS delivers speeds up to 1Gbps, significantly faster than their old service. That allows the rapid transfer of even the largest data files to and from the laboratory, so there are no disruptive delays.

"The fiber internet allows our Henderson office to function at the same time as our northwest location. That alone has saved so much time for our practice. It's also much more productive for our team members," Hauswirth said.



## **Complete Peace of Mind with Unlimited IT Support Services**

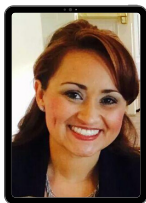
When something goes wrong, the surgery practice no longer has to wait on hold for a distant IT support center. With Las Vegas-based ITS, creating a ticket is as easy as clicking a button.

“With ITS, I get an answer within the hour that a ticket has been created for my request,” Hauswirth said. “If they can’t fix it over the phone, then they’ll have a tech come on-site right away. That is critical.”

ITS has proven to be an invaluable part of the team, often fixing problems much faster and more efficiently than expected. “Yesterday, we had a computer that went down, and ITS came to our location,” Hauswirth said. “At the same time, there was also another issue in our office that needed immediate attention. Kevin from ITS jumped right on it while he was there. In a matter of minutes, he fixed it and saved us hours. That’s how helpful they are.”

## **Anywhere, Anytime Access with 3CX VoIP Phone System**

For a busy oral surgery practice, the ability to instantly change the on-call doctor or enable mobile extensions is priceless. Their new 3CX phone system gives users secure remote access, plus the ability to hot-desk anywhere or take their extensions with them on the road.



***“I travel between the two offices often. If you were to call my extension, it would ring on my mobile phone. That’s a nice feature to have!***

***~ Lorraine Hauswirth***

ITS kept everything running smoothly by providing a seamless transition from the old phone system to the new 3CX phone system. “When we integrated our new phone system, ITS sat down with our team for an entire day to educate them on how to utilize the system,” Hauswirth said.

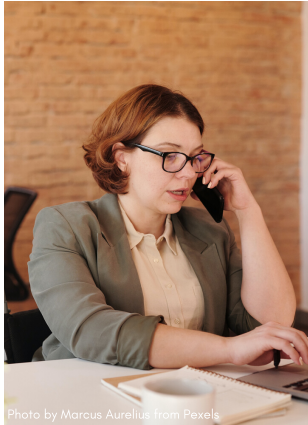


Photo by Marcus Aurelius from Pexels



Photo by Daniel Nieto from Pexels

## Time-Saving Third-Party Vendor Liaison

Having ITS on their team also takes unpleasant, time-consuming tasks off of their plate. Because ITS functions as an extension of their practice, it saves them valuable time.

“I don’t have to sit on the phone with Cox for two hours just to hear a representative tell me to wait in the queue,” Hauswirth said. Now, ITS handles it for her. “Instead of staying on hold for two hours, I’m able to focus on growing my team. It truly has made my job so much easier.”

### *“Having ITS as Part of Our Team is Huge For Us.”*

“They have saved us tens of thousands of dollars, at least,” Hauswirth said. Having a working relationship with ITS is worth even more than the contribution to the bottom line. There’s also the intangible benefit of matchless customer service.

“Every person that I have worked with over at ITS has gone above and beyond for me,” Hauswirth said. “It’s the littlest things. I know it sounds silly, but they send a thank you card. They actually send us a thank you card for the opportunity to take care of our problems. A personal gesture like that goes a long way.”

Like most companies, Nevada Oral and Facial Surgery set out to find an IT support company that would not only solve their problems, but also work with them as partners, anticipate their needs, and handle their IT services effortlessly. That’s exactly what they found in ITS.

“One of our mottos is that we treat our patients as we would our family,” Hauswirth said. “A company that has the same vision for taking care of their customers, that is hands-down what we’re looking for. I would definitely recommend them.”