

## ALCALA Consulting, Inc. Makes House Call to Doctor's Office Upgraded Systems Improve Security and Efficiency

### Challenge:

- Wanted to upgrade hardware and software
- Needed IT expertise from a company experienced in medical applications

### Solution:

- Hired ALCALA Consulting, Inc.

### Results:

- Seamless transition to new technology increases efficiency, reduces downtime
- Personalized service involves employees in decision-making
- Complete IT service and support as needed

The medical practice of Dr. Richard M. Powell had been getting by for years with a computer network that was overdue for an update. Office Manager Oralia Cuellar recalls getting a business card from ALCALA Consulting, Inc. at a presentation, and realized that the office wasn't making the most of available technology, but she remained content with the system they had, and with contacting a freelance IT repair person when something went wrong – even if his response time wasn't always as quick as it could be.

But a few months later, when a server went down and their first repair option wasn't available, Oralia called ALCALA. "I thought it was something serious, but it turned out it wasn't. They took care of it right away," she recalled. "After that I kept in touch with ALCALA, because I really liked their service, and I knew we needed to upgrade our management program for medical billing and patient scheduling, as well as add new computers."

Part of ALCALA's consultation procedure is to become intimately familiar with each client's business to better assist in the achievement of their technology objectives. "They came in and asked questions about what we wanted, and what we needed, then they ran down the various options that were available," Oralia said.

"Before ALCALA, the IT guy used to come in and fix a problem, but I never got an explanation of what was going on. Mr. Alcala answers all my questions, gives me all the details of what he's doing, and makes sure I understand what is happening. He makes us feel like they're our own personal computer service."

From initial design through implementation, ALCALA Consulting provided all the hardware and software necessary to upgrade the servers and seven computers in Dr. Powell's Microsoft Windows office system. A smooth transition allowed the office staff to continue to use their original server while it was incorporated into the new system, avoiding downtime and patient inconvenience.

In the first three months of operation there were two IT problems that were handled quickly by ALCALA's tech team. "One of the computers crashed right at the end of the day," Oralia remembers. "ALCALA tried to fix it remotely, but when that wasn't possible they were here first thing the next day. Because they're so responsive, and they always return calls and emails so quickly, we feel very secure with ALCALA."

