

simple + secure

Sophos connects branch office and reduces support time for **Adnexia Healthcare**, making the change to EMR possible.

Customer-at-a-glance

Adnexia Healthcare

Industry

Healthcare

Sophos solutions

Sophos UTM



Business Challenge

Kevin Barnes conducts IT support for his wife's medical practice,
Adnexa Healthcare in Plano Texas.
He was troubleshooting IT issues and conducting system back-ups from his home office using remote desktop access software from Go To My PC.
While this software was useful for some IT troubleshooting, Barnes knew the healthcare's move towards EMR and addition of two branch offices would complicate matters.

"To support the offices I would have to remote access into each individual machine which would me installing the Go To My PC installed on every computer. This would get costly and with addition of new offices the time I would spend managing the offices would be too much," said Barnes.

Technology Solution

After consulting with his IT advisor, CPR Plus More, Barnes decided to purchase a Sophos UTM 120 hardware unit for the main medical office and a Sophos RED at each of the remote sites as well as at his home office.

Barnes continued: "With the RED unit at my home office my house becomes part of the organization's network making support fantastically easy."

Business Results

What used to take Barnes thirty to forty minutes to complete now takes him five to ten minutes. Additionally, being able to instantly connect to the network through the RED device from home removed all latency issues as well as the need to travel to the branch offices for IT support.

"The time savings has been amazing. When I conducted a billing system upgrade on all systems I did it from home and it only took about ten minutes. The support I do for Adnexa Healthcare isn't billable so the less

time I spend supporting this site the better," said Barnes.

Using the Sophos Products will make it possible for the healthcare organization to capitalize on all EMR has to offer because Barnes will be able to conduct backups and the organization can now access data from any office location.

Because the Sophos RED unit is so easy to install it has made supporting Adnexa Healthcare from other locations possible. Barnes was able to bring his home unit to his vacation house so he could continue supporting the medical facility's infrastructure from there.

Barnes concluded: "Working while on vacation is a reality I have to deal with in IT support. But with the RED units it means only taking a few minutes out of my vacation to make changes or conduct backups rather than spending up to an hour at a time for each location."

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