Eitechs Technology Solutions– A Case Study

By adding a true telecom sales focus and becoming aligned with the Comcast Solutions Provider Program, Eitechs Technology Solutions has been able to re-shape its business for the changing times ahead.

Connectivity is critical and by offering Comcast Business solutions, Eitechs Technology Solutions helps give the customers what they need. Primarily focusing on creating custom-touch based hardware solutions, Comcast bandwidth was offered as part of a broader technology solution, helping to create a more complete solutions package for their clients.

This allowed Eitechs Technology Solutions to position itself as a valued technology expert.

Eitechs Technology Solutions, a Chicago-area company, is finding great success as a Comcast Solutions Provider. Specializing in Electronic Medical Records (EMR) systems for nursing homes and hospitals, the VAR also recently became a Comcast Solutions Provider – leveraging Comcast Business products and services as another way to reach customers.

"Giving customers a cost effective, fast, reliable connection is a no-brainer," says Jim Mazzarella, CEO. "Without adequate bandwidth, our healthcare customers can't take advantage of many of the new applications available today. Their patient care suffers."

Recently, Eitechs Technology Solutions proved this point with a big customer win.

A CASE IN POINT

A long-term healthcare provider needed to modernize its healthcare record keeping system. The existing network was not designed for the challenges and regulations the company faced and could not provide the redundancy and uptime required. The company was searching for a single service provider to build advanced solutions into its multiple facilities. They wanted to use one vendor to construct a scalable, private network for its data transmission needs. That network had to be secure and private.

This network service provider had to build high-speed data connections between facilities while meeting project budget requirements.

After analyzing their options, they chose Eitechs Technology Solutions and Comcast Business.

THE COMCAST BUSINESS SOLUTION

They chose to use Comcast Business as the sole provider, utilizing its Business Ethernet Dedicated Internet and Business Ethernet Network Services for this cloud based EMR application.

Eitechs Technology Solutions provided a custom technology solution with Ethernet Network Services across 27 customer sites, meeting the customer's specifications.

Eitechs Technology Solutions and Comcast Business were able to provide a comprehensive solution. In addition, the Comcast Business Ethernet SLA played a big role in the decision to go with Comcast.

THE RESULTS

The customer now has a seamless, scalable, high-speed data network between its healthcare facilities. They get more bandwidth for a reasonable price point over a redundant connection. This redundancy and the SLAs provide upload and download times to meet end user requirements.

And as requested, they have a single network for all facilities instead of a patchwork, multi-vendor solution.

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