

Solutions & Success

The Inside Story

Spade Technology Provides Expert IT Support Whenever This Medical Device Company Needs It

This medical device company designs and develops flexible robotic systems for surgical purposes. As the only business of its kind in the medical device industry, this medical device company works with a large network of healthcare clients and maintains a 275-person operation.

Eight years ago, this medical device company hired a Senior IT Director to help them find a new IT company. At the time, they were working with an IT support provider that wasn't meeting their needs, so they knew it was time for a change.

When it came to selecting a new IT company, the Senior IT Director knew what to look for:

- Local IT Support
- Proactive Network & Project Management
- Expert And Focused IT Support



Spade Technology Stops This Medical Device Company's IT Problems Before They Happen

The Senior IT Director knew that this medical device company couldn't risk working with an IT company that took a reactive approach to IT support. This is the traditional style of outsourced IT services, which works by fixing the problem after it's occurred.

In a nutshell, when something goes wrong — data loss, hardware failure, virus, etc. — the client would then get in touch with the IT company and have them fix it. This strategy no longer works for businesses today. Those that still use this method of IT service risk unnecessary downtime that will slow them down.

The Senior IT Director needed to find an IT company that offered a proactive strategy for IT support and management. Proactive IT management means taking a "fix it before it breaks" approach to the way IT support handles technology, by routinely monitoring the network, systems, and infrastructure for potential problems.

The Senior IT Director learned that Spade Technology follows a proven, proactive strategy in delivering IT support. The Spade team works diligently to keep systems updated and optimized, mitigating potential issues and threats before they occur, which keeps systems running.

The Proactive Network Administrator (PNA) is at the center of our proactive approach to support. Each and every client of ours has their own PNA, who works with them from onboarding to implementing best practices, which keeps support requests at a minimum, and maintains accurate documentation to speed up the process when a support request is necessary.

"They had everything I was looking for in a service package in regards to proactive support," says the Senior IT Director. "They had a proactive approach to managing our network."

Spade Technology Delivers Expert IT Services For This Medical Device Company

It's not uncommon for IT companies to have a team of IT technicians that "do it all". They all have some range of experience, and a general knowledge of the technologies they're servicing.

But the Senior IT Director knew that this approach to IT services roles isn't always ideal. If he was going to find the right IT company for this medical device company, he had to make sure the team was organized into specific roles and specialties.

The Senior IT Director looked for an IT company that had different teams for each IT support task. Instead of a group of general IT technicians that would be expected to manage the network, handle projects, and whatever else came up, the Senior IT Director looked for an IT company that was more effectively organized and focused with its resources. They found just what they were looking for in Spade Technology; separate, expert teams for the different IT services being delivered.

"They had a team of network engineers that could handle all of our needs," says the Senior IT Director. "From project management to upgrades, they had a separate team for that, which is what I liked. Spade encompassed all of that in their management package."





Spade Technology Is Always Available When This Medical Device Company Needs Help

As helpful as remote support can be, there's often nothing as effective as direct, on-site assistance. In order to provide truly responsive IT support, an IT company needs to be able to visit the client at their business from time to time.

The Senior IT Director knew that if he was going to recommend a new IT company to this medical device company, it had to be one that was close enough to deliver on-site support when needed. One of the many reasons why he selected Spade Technology was because of their proximity to this medical device company's location.

In addition to Spade Technology's capabilities for proactive support and management, and the expertise they offered for all things IT, the Senior IT Director also knew they would be close by in the event that on-site assistance was called for. With less than an hour's commute between their two locations, he was confident Spade Technology could deliver the timely support they needed.

"Spade is about 25-30 minutes away, so that's convenient," says the Senior IT Director. "The other two companies I spoke to were remote, and it would have taken some planning to get someone on-site, within one or two days. Spade is readily available, just a phone call away."

This is in addition to the Spade Technology Network Operations Center, which manages ongoing support services such as 24/7 monitoring, business continuity, and cybersecurity maintenance. In the event that further support is needed, this medical device company knows they can call in and have a Spade team member visit them in no time.