

Allergy & Immunology of Ann Arbor Case Study



PERFORMANCE DEMANDED.
PERFORMANCE DELIVERED.

▶ BUSINESS REQUIREMENT

Allergy and Immunology Associates of Ann Arbor, PC is Southeast Michigan's largest pediatric and adult allergy and immunology practice. Their focus is to offer the most complete diagnostic and advanced treatment for individuals with all allergic diseases and childhood lung diseases. Allergy & Immunology Associates has over 35 years of practice experience and offers patients 24-hour coverage with office hours available six days per week at three locations throughout southeastern Michigan.

Allergy & Immunology is one of PMV Technologies original clients whose initial contract was time & material based. Over time, as their practice grew and demands for technology evolved, Allergy & Immunology realized the value of our managed services approach to IT support. As a result, Allergy & Immunology transitioned from a time & material based contract to PMV's Techcare Solution and have fully embraced all of the benefits the solution has to offer.

Today Allergy & Immunology doctors and staff simply use their systems and leave the technology to PMV.

▶ PMV TECHNOLOGIES TECHCARE SOLUTION

Our 7x24x365 Support Desk fields and responds to requests related to software, networking, and hardware issues.

The Single Point of Contact Support Model has proved invaluable to Allergy & Immunology, supporting the varying needs regardless of location.

The PMV Guardian suite ensures that system performance is optimized and proactively managed so that the business value from Allergy & Immunology's investment in technology is realized and in turn enhances in the quality of practice management and patient care.

▶ ENVIRONMENT

30 PC's and 3 laptops utilized across 3 locations. Thin Clients are present to enable EMR access in Allergy & Immunology's 14 examination rooms.

Servers and desktops are managed by PMV's Guardian Remote Management Solution which protects the organization from spam, virus, and network intrusion.

▶ PMV BENEFITS

By switching from a time & material contract, where every call was billable, to PMV's Techcare Solution, Allergy and Immunology now has unlimited access to Team PMV and their resources.

PMV's Techcare Solution strategically aligned Allergy & Immunology to efficiently implement EMR without loss of productivity or valuable patient data.

By providing a support mechanism that services the user regardless of their location, all remote users receive the same exceptional service level.

PMV's Techcare Solution provides end users with system and application support. Training and education is also available to all PMV clients.

Technology costs are planned and primarily fixed, allowing for better overall financial management.

