



Healthcare Law Firm Finds Ongoing IT Support With Nortec

A healthcare law firm in Washington D.C. partnered with a small IT firm and both had the vision of achieving their business goals together. However, when their long-term IT partner was bought out by a larger IT company, things took a turn for the worse. As is usually the case when big IT fish eat the smaller ones, the approach to business was now transactional rather than a partnership and this firm found themselves pushed to the back with operational challenges rising and going unsolved. The law team set out to find a new partner and discovered Nortec. We were able to solve their concerns and most pressing issues, quickly and efficiently, with custom, tailored IT ongoing support and solutions.

COMPANIES FORGOTTEN IN THE MIDST OF IT ACQUISITIONS

During the pandemic, many smaller [managed IT service businesses](#) were acquired by big names. Their clients suddenly found that they were seen as simply a paycheck for the big IT brand. They were lost in the shuffle, unable to get assistance when they needed it most, and suffering from operational challenges due to the lack of IT support. When companies work with providers that aren't solving these pressing concerns, the issues have a way of compounding until they reach an untenable point. As a result, clients have had to decide whether to stick it out or search for a new partner.

This healthcare law firm, soon to be a Nortec client, specializes in CMS statues and regulations, working with nursing homes and hospitals in the local area. Although a smaller company, the lawyer and their team still required robust IT solutions, providing the support essential for serving their clients and maintaining a secure environment. But due to the acquisition, the law firm was facing a steep IT support bill with a steep decrease in the quality of service.

IT SUPPORT ACQUISITION LEFT THE LAW OFFICE FORGOTTEN AND FRUSTRATED

Many companies may think working with a bigger IT services provider could only benefit their IT services. After all, they should deliver additional resources and support. However, the reality of it is, many clients get lost in the shuffle and larger IT services providers aren't necessarily equipped to handle the sudden influx of customers.

This D.C. law firm, as a result, was left dealing with a number of IT issues that simply weren't being solved.

Using an antiquated terminal server platform, the law office was facing an insecure environment, opening their operations up to a possible compromised position. Any attempt to get ongoing support for their server only left the law firm with uncertainty about the server's future, due to the lack of a concrete answer.

When it came to managed IT services and support, getting assistance seemed futile. Problems that should have been an easy fix dragged on. In particular, a firewall concern that could have been solved in just 15 minutes went unsolved for months. Although the law firm was paying a hefty price for these services, the IT company wasn't delivering on the services and support they promised.

NORTEC'S SOLUTION = IMPROVED OPERATIONS

Reaching out to the [top 25 IT companies in the Virginia area](#), the healthcare law office came across Nortec. Although Nortec originally tried to work with the existing IT company to get the concerns solved, we were met with the same communication issues the lawyer had faced. We decided to work with the law office directly to get their technology concerns solved once and for all.

Using our consultative approach to managed IT services, Nortec designed a solution that:

- Built a secure [virtual desktop](#)
- Migrated the firm to [Microsoft Teams](#)
- [Backed up their data](#)
- Provides ongoing IT support in a timely manner

Calling on our experience, our experts were able to help them through the transition too, so their team was able to get back to work right away and be fully confident in using their new solutions.

A LACK OF MANAGED IT SERVICES CAN HAMPER YOUR OPERATIONS

Going with the wrong managed IT services team can put a damper on operations, holding brands back from success, and making challenges for teams that simply don't need to exist. IT, after all, is central to many businesses' work. With the healthcare law firm, Nortec was able to help because we took the time to understand the challenges they were facing and how these problems were affecting their day-to-day operations.

As a result of our approach, we were able to deliver a secure environment for their IT and communications, and our capable, knowledgeable team continues to provide ongoing IT support to solve any concerns that may arise. The law office has seen resounding results when it comes to their efficiency, security, and workflow, thanks to our assistance.

NORTEC IS YOUR RESPONSIVE PARTNER IN IT

At Nortec, we understand how IT problems can hurt your business, bottom line, and general operations. That's why we work on offering responsive, informative solutions and services that fit companies' most pressing technology and communications needs. We work to understand our clients' unique technology needs, wants, and concerns so we can offer the best IT solutions for the job.

If you're struggling with an unresponsive managed IT services provider, feel like you're overpaying for what you're getting, or are dealing with aging infrastructure that is hurting your efficiency, it may be time for a change. Nortec can help you get your IT up to speed, working side by side with you and your team, [book a consultation today](#).

Access a Help Desk and Strategic IT Solutions

With a 24/7/365 help desk and customized IT solutions, Nortec helps companies both small and large, local to international, get a handle on frustrating IT issues. If you're fed up with your IT experience, we can help.

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