



# Leveraging the Cloud to Resolve IT Issues & Improve Productivity

## Case Study: Healthcare Supply Solutions

### Company Profile

Company: Healthcare Supply Solutions (HSS)  
Location: Jacksonville, Florida  
Industry: Healthcare, Distribution  
Services Offered: CompassComplete & CompassCloud



Founded in 2008, HSS is a master distributor strengthening the healthcare supply chain. Serving nearly 500 independent distributors and medical/surgical re-sellers and providing solutions to improve the operational efficiency and financial performance of their manufacturer partners and distribution network. They work closely with over 40 market-leading brands as a Master Distributor partner and provides sales, marketing and 3PL services.

### Client Challenges:

- Lost revenue from employee downtime
- IT challenges undermined employee productivity
- Overextended internal IT resources
- Business risk due to dated software and backup system

*“We were rebooting our legacy servers frequently, resulting in \$250 - \$500 of lost revenue from employee downtime. Storage capacity was at its max, and we couldn’t update essential software due to our outdated server.”*

**- Frank Milon, IT Manager**

*“The migration was seamless. The CompassMSP team staged everything ahead of time so we could resolve any potential issues. Once we were ready, they flipped the switch and we were up and running.”*

**- Frank Milon, IT Manager**

### Solutions:

Migration to the private **CompassCloud** immediately improved employee productivity, mitigated the risk of data loss, eliminated storage issues and freed up internal IT resources.

Prior to migration, **CompassMSP** replaced their antiquated email service with a Microsoft Office 365 cloud solution.

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## Results:

- *Resolved Storage Issues:* By leveraging the CompassMSP private cloud our storage issues were mitigated and we're able to add space instantly compared to 2 - 3 weeks with our old server.
- *Eliminated Downtime:* Without frequent reboots, we were able to recover approximately **\$250 - \$500** in lost revenue from employee downtime each month due to the reboots.
- *Updated Software:* Our old system wasn't compatible with updated versions of our software, the migration allowed us to update our essential software.
- *Eliminated Backup Tape System:* Our data is automatically backed up in the cloud, and stored in a secure off-site location, eliminating the time-consuming backups and potential data loss.
- *Decreased Helpdesk:* Before the migration, the IT person was spending 1 - 2 hours per week resolving helpdesk issues for the staff, after the migration he rarely receives helpdesk requests.
- *Remote Access:* Now that we're on the cloud, our employees can access our system from anywhere. More employees are embracing this flexible feature to work from home when necessary.
- *Support:* Our entire infrastructure was previously managed by one person, now we have the skills and expertise of the entire CompassMSP team. Any time we have an issue, they're proactive and responsive.

*"Not having to worry about backups is huge, the uncertainty of downtime and data loss is gone!"*

**- Frank Milon, IT Manager**

*"After hours support has been amazing. The team patiently worked through an issue with us during the weekend, spent hours on the phone with us and went above and beyond to help"*

**- Frank Milon, IT Manager**

*"Not only did CompassMSP resolve our IT issues, but their services helped position us for continued growth. Our infrastructure is scalable, protects and prepared for all risks."*

**- Rich Hall, VP and General Manager**



CompassMSP is a leading provider of **Enterprise-Quality Managed Services** focused on the SMB Market. We offer comprehensive on-premise and cloud solutions to meet your Managed IT and Managed VoIP needs. With our IT-as-a-Service (ITaaS) solutions, we become your IT partner providing powerful, secure, efficient and cost-effective IT infrastructure, operations, and services to help you grow your businesses.

Contact us at (844) 363-8135 or [www.compassmsp.com](http://www.compassmsp.com) to see how we can partner with you to help grow your business.