

NetworkStreaming Enhances Support of a Software Provider's Existing Customers and Prospects

The Company

Practice Partner provides a complete set of clinical and administrative tools designed to enhance all aspects of the modern medical office. The company is a leader in the development of electronic health records (EHR), practice management and computerized physician order entry (CPOE) software. Practice Partner systems are used nationwide by more than 1,300 practices of all sizes and specialties, from solo-practitioner offices to large enterprise, multi-site clinics.

**PRACTICE
PARTNER®**

The Objective

Practice Partner is grounded in the daily reality of providing mission-critical clinical and administrative systems for thousands of doctors and medical staff. Excellence in service means enabling quick access to information when it is needed, especially in the medical industry, where critical health decisions are based on the information available.

In addition to speed, privacy is a high priority in the health profession. Since the implementation of the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and the recent publication of the privacy and security rules, Practice Partner's clients have been compelled to use extra precaution in handling protected health information. As a result, Practice Partner's clients are implementing increased security measures – audit controls, unique user identification, transmission security and emergency access procedure.

The remote PC access solution Practice Partner was using was slow and had connectivity issues when dealing with different firewalls and networks. The IT support staff was spending excessive time handling connectivity issues instead of solving their clients' problems. Practice Partner needed a solution that was secure, quick and easy for clinical and administrative staff to use.

The Solution

Practice Partner looked to NetworkStreaming to meet its remote support needs. The remote support solution by NetworkStreaming is appliance-based and allows Practice Partner to control any of its customers' PCs anywhere in the world in less than 10 seconds after customers grant permission to control the PC. Once the permission has been granted, Practice Partner also has the ability to reboot and reconnect to the computer.

NetworkStreaming's SupportDesk™ appliance is a ready-to-use device equipped with remote support software that connects into Practice Partner's existing data infrastructure, delivering secure and quick access. SupportDesk™ enables the IT support team to access and control remote PCs after customers grant permission for remote control. The support team can control a remote computer as if they were physically at the console.

"The appliance was incredibly easy to implement and manage," said Malcolm Hooper, Practice Partner operations manager. "Because we host the appliance internally, we save on monthly fees that an ASP solution demands and we have full control over data security."

Features

- Firewall transparency
- Reboot/auto-reconnect
- 256-bit AES SSL encryption
- Logging & reporting
- Simultaneous multi-system control

Benefits

- Respond immediately
- Reduce on-site visits
- Eliminate phone-only support
- Support from anywhere
- Lower total cost of ownership
- No monthly fees
- Concurrent licensing

Because Practice Partner can host the NetworkStreaming SupportDesk™ appliance, all data is routed through the company's existing infrastructure, saving them the trouble of a chain of trust agreement. With the logging & reporting feature, Practice Partner can track every transaction that takes place, setting the groundwork for an accurate audit trail. NetworkStreaming not only allows Practice Partner to access data from any location, but also ensures the trust that their customers' data is secure.

The Benefits

For Practice Partner's IT staff, the reduced time they are spending on support calls is the most significant benefit. "For every second I'm not spending connecting to our client's PCs, I'm spending more time actually fixing the problem, allowing our customers to get back to work more quickly," said Practice Partner IT Support Representative Paul Brogan. "Also, with our previous solution we were spending close to 10 minutes to connect to our customers, losing valuable time and money."

SupportDesk™ enables Practice Partner's support staff to offer online technical assistance and consultation by gaining on-demand remote control of their clients' systems. With SupportDesk™, the need for many on-site visits has been eliminated. "Choosing NetworkStreaming over the competitors was an obvious solution for us," said Hooper. "SupportDesk™ was clearly more cost effective and manageable than other remote control solutions." Because NetworkStreaming SupportDesk™ is appliance-based, Practice Partner can host its own remote support – paying no monthly fees and ensuring security compliance for its healthcare customers.

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Malcolm Hooper | Operations Manager, Practice Partner