



MANAGED IT SERVICES | EXECUTIVE BRIEF

# A Better Way to Manage Healthcare IT Systems



Ensuring maximum efficiency, superior security, and sufficient resources in your technology operations is possible—with Managed IT Services.



## At a Glance

In healthcare, data security is paramount. And any technology downtime is unacceptable; lives depend on it. These uncompromising requirements put enormous stress on your IT team.

Managed IT Services can ease those burdens and give your team the bandwidth and expertise extension they need.

In this brief, you'll learn how Managed Services provide benefits across:

- Security
- Resourcing
- Efficiency

Discover how a Managed Services provider (MSP) uses technical expertise and industry-leading tools to solve your healthcare organization's challenges.

## ■ Is Your Team Struggling to Keep Up with Tech Demands?

*Because technology is embedded throughout your organization, it's unrealistic and inefficient to ask your staff to manage all systems.*

Imagine an auditor walked into your facility and asked to see your cybersecurity report. What would you say?

Would you tell them you're patching systems regularly? That you have a disaster recovery plan? Of course, you're keeping a redundant backup of data—right?

Security processes are just one component of managing a healthy technology landscape—and that aspect alone is more than a full-time job for your team.

You may have a great internal team, but the relentless challenge of updating equipment and software, managing networks and users, and responding to maintenance tickets is often too much for a team with limited time and resources. It may also be difficult to find and retain people who have the specialized skill set you need.

*Without external support, problematic gaps will appear.*

Over time, incomplete projects compound—and so does your risk. Eventually, it's too late. You experience a system failure with extended downtime, forcing you to rely on paper records. Or you're at the mercy of a ransomware hacker who demands a painful sum of money to unlock your systems and data.

You're left thinking: How could we have prevented this?

**Supporting your staff and IT systems is easier—and less costly—than you might think. Take a sustainable, efficient approach to managing your IT landscape and all its components by partnering with Managed IT Services.**





## I Maintain Your Mission Focus: Patient Care

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Modern healthcare integrates technology into every aspect of the patient experience. However, considering the value and utility technology provides every day, it's surprising to see how much companies limit their investments in those systems, and, in turn, the staff whose job it is to keep them protected and running at optimal efficiency.

The good news? With Managed IT Services, ensuring your technology landscape is efficient, secure, and modern requires only a modest investment. Even better, as a managed program matures, you'll see a higher returned value over time.

The benefits extend beyond tangible metrics, too. Managed IT Services renders additional value, including:

- Saving time
- Increasing your team's efficiency
- Avoiding costly cybersecurity attacks (ransomware, malware)
- Eliminating network downtime

Across your complex technology landscape, you'll be happy to see how quickly problems begin to resolve. As momentum builds, your provider aligns with your team to move your technology landscape to where it needs to be.

With Managed IT Services, you can expect your technology operations to be more:

- Secure
- Efficient
- Properly resourced

**Read on to learn more about how Managed IT Services solves top healthcare technology issues and provides exclusive value.**

# How Managed IT Services Solves Security, Resourcing, and Outdated Tech

Managed IT Services serves your needs. Every company has different staffing, equipment, and operational needs that a managed program should consider. Despite the differences, every company deals with top-level challenges across security, staffing, and resourcing—issues that won't disappear.

## Security

In healthcare, you must control and protect sensitive information. Only a holistic, HIPAA-compliant approach—that encompasses software and hardware security as well as staff cybersecurity training—will promote a successful environment.

## Data control

A top cybersecurity challenge for all healthcare businesses is controlling patient records. Whether Electronic Medical Records (EMR) systems are in the cloud or on premises, many organizations don't have a way to audit access to patient records.

If any personally identifiable information (PII) can leave your internal networks—either by downloading to a device or printing—it's exposed. A good MSP will investigate staff access to PII and ensure sensitive data stays locked in your systems. Then, they should eliminate the risk of compromising data by applying best practices and helpful safeguards like assigning "read-only" access to sensitive files.

## Staff training

Your staff is your greatest security risk. For example, even if you have robust email cybersecurity measures in place, threats still directly reach your staff. That's why 3RT Networks leverages tools like KnowBe4, which use real-life examples to educate your teams and equip them with the knowledge they need to avoid threats.

All staff must be trained on HIPAA compliance from a technology perspective, too. A good MSP like 3RT Networks can train staff on best practices for safe data handling.

## Proactive monitoring and protection

Securing networks and systems requires proactive, 24/7/365 monitoring and threat detection. This includes granting access only to qualified individuals via the latest multi-factor authentication tools. Following robust cybersecurity standards like those set by the National Institute of Standards (NIST) is non-negotiable.



## Get the ultimate protection with data classification

*How can you control PII when you have so many records, devices, and staff in your facility?*

That's where 3RT Networks' data classification system comes in.

Using advanced tools, we can identify and trace where your PII is stored. Once found, we can relocate data to a secure area and place protective measures around it such as assigning "read-only" status for files.

## Resources and Staffing

Competition in IT hiring is fierce. It's a job-seeker's market—which only complicates the budget limitations mid-size organizations face. Making matters worse, highly experienced candidates tend to flock to more urban areas where salaries are higher. Finding the human resources you need requires a high level of resourcefulness.

Managed IT Services can deliver the experience and bandwidth you need—at a fraction of the cost. With an MSP, you can save time, money, and eliminate the headaches associated with hiring and employee turnover.



### Strategic Spending

Wouldn't you rather allocate your budget toward a hire who specializes in your EMR—or systems you use to deliver the best patient care experience? With 3RT Networks you can. Our Fully Managed IT Services program covers daily network and infrastructure management, enabling you to focus your staff on specialized activities that drive real business value.

### Efficiency

With Managed IT Services, you get a partner who streamlines critical infrastructure tasks like regular patching. Plus, your expert services team will identify opportunities to improve efficiency across your tech stack.

### Virtual desktops

Healthcare staff can't waste time toying with technology—they need immediate, uninterrupted access to applications in an easy-to-use interface. A partner like 3RT Networks can employ a virtual desktop infrastructure (VDI), which supplies all needed applications while also offering flexible configuration capabilities. VDI is scalable, cheaper to implement, and requires fewer support staff.

With VDI, employees who are outside of a local network can easily access applications they need in a secure environment. This eliminates the need for an arduous Virtual Private Network login process and reduces risk because information remains in your data center.

### Decommissioning old systems

Ever replaced an old software system with a new one? Chances are it wasn't decommissioned properly, leaving it unpatched and unprotected. A thorough MSP will rectify this and make it easier for your staff to adopt the new system.





**"3RT Networks is able to provide coverage 24 hours a day, 365 days a year. We are a 24/7 operation, so we need to meet needs 24/7. Even if I had an internal staff, we wouldn't have the same coverage we do now, because with 3RT there's a broader knowledge base to draw from. The service skillset is very good, along with the timeliness of service and resources available with their team."**

*—Dan Meyer, Chief Executive Officer,  
Morrow Home Community, Sparta Wisconsin*

## **| How to Find the Right Managed IT Services Partner**

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Evaluating a partner to handle your business-critical technology is no light task. But how do you know which qualities matter most?

To ensure you find the right MSP and receive maximum ROI, ask these questions:

- Can we count on this provider for exceptional customer service—any time we need it?
- Will they act as a trusted strategic advisor, helping us plan for long-term success without adding unnecessary costs?
- Do they work collaboratively to meet our budget restrictions and simplify our IT accounting?
- Are they committed to delivering projects on time and on budget?

If you can answer "yes" to those foundational questions, then you've found a good partner. And if you pose those queries to 3RT Networks customers, you'll confirm not only our reliability and expertise but also our unwavering commitment to your success.

### **How Does Your IT Compare to Your Peers?**

*Contact us for a free assessment to see how your IT operations stack up against industry standards—and see what's missing.*

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**A quick gap analysis review can help you understand which areas of your IT operations need help now.**

**Book a Review**