Granite Helps Natura Health & Wellness Save Time and Eliminate Frustrations With Fast, Attentive IT and Voice Support

Natura Now Has the Reliable Technology and Proactive Support Needed to Provide the Best Patient Care Possible

Summary:

Natura Health & Wellness Clinic, a medical clinic based out of Missoula, MT, was lacking reliable technology and support from its IT provider. After turning to Granite Technology Solutions, Natura has increased patient satisfaction and saved countless hours troubleshooting IT issues thanks to fast, always-on network and phone services.

Challenge:

Natura's previous IT provider often took a week or longer to resolve computer problems and failed to perform critical phone and network updates, resulting in dropped calls and frustrated patients. **Natura knew it needed attentive, proactive support from a local provider who actually cared about the clinic's success.**

Services Provided:

Monthly Updates/Patching

EMR System Support

Secure Trust Scanning

Hardware Management

Roadmap and Planning

"Granite's technicians are amazing. They always go the extra mile to understand and resolve any issues."

- Connie Wendt-DeCunzo, Practice Manager, Natura Health & Wellness Clinic

Solution:

Natura turned to Granite Technology Solutions – who already managed the health care provider's phone system – for its IT needs. Granite performed much-needed system updates, set up new computer and phone equipment, and developed a roadmap to future-proof Natura's technology. With Granite's locally-based call center, any IT or phone issues Natura encounters are typically resolved within a few hours.

Results:

Natura now has the reliable technology and fast, attentive IT support needed to provide the best patient care possible.

Staff and patient satisfaction is up

99%

0

phone calls dropped since updating equipment

6-8 hours/week

saved troubleshooting IT problems

"We never have to think about IT anymore. With Granite, it just magically works."

- Connie Wendt-DeCunzo