

ONE 2 ONE

Since 2001, ONE 2 ONE has provided managed I.T. services, project implementation and technology consulting to Central Pennsylvania and beyond.

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**Inc.
5000**



THE CUSTOMER

Since 2001, A&E Audiology & Hearing Aid Center has helped more than 16,000 patients with hearing loss and hearing related conditions. Using their extensive experience and state-of-the-art technology, A&E Audiology patients enjoy world-class care delivered compassionately.

THE CHALLENGE

Rapid growth created increasing challenges for the Business Manager and internal I.T. resources. The result was growing delays for technology issues to be resolved, system availability issues, and no time to be proactive in managing the network or make long term strategic plans. HIPAA's regulatory requirements, frequent application software updates, as well as rapidly changing technology, made it difficult to provide the consistent and pleasant patient experience that A&E had become well-known for.

"They're great people. They always come prepared, they're very knowledgeable, they have a lot of expertise and they always leave with the problem resolved."

*- Eric J. Elliot
Managing Director*

THE SOLUTION

Leverage ONE 2 ONE's Network Operations Center to proactively monitor and manage the network 24/7/365, often detecting and resolving issues before they cause an interruption to A&E's operations. ONE 2 ONE's engineers evaluated the infrastructure and made recommendations for performance, reliability, and scalability. Develop forward-looking strategic plans aligned with A&E's corporate goals and objectives.

THE PLAN

ONE 2 ONE evaluated the network infrastructure and inventoried all technology assets. Several areas were found to require immediate remediation, resulting in an increase of network performance and reliability. Regular compliance assessments are performed to ensure compliance with HIPAA and to protect patient data.

THE RESULTS



Average Resolution Time



Predictive



System Uptime