



THE **it** COMPANY

**is about**  
**growth.**

Baptist Eye Surgeons  
A Case Study



BAPTIST EYE SURGEONS  
excellence in eye care

Baptist Eye Surgeons has been offering eye care aimed at preserving or restoring the gift of sight since 1997. As a medical practice, the security of their I.T. is imperative. In the nature of their business and what they do, they cannot survive without I.T. From electronic medical records to daily communication both internally and externally, reliable I.T. is needed for their productivity and to achieve the outcomes they aim for.

In 2013 they recognized the importance of reliable I.T. Simultaneously, they recognized that managing I.T. at the level it needed to be managed, was more than anything they wanted to handle in-house. CFO, Don Cook, shared that when they began looking to outsource their I.T. they received quotes and spoke with several other I.T. providers. CFO, Don Cook, shared- *"In my mind I chose The IT Company because they were the absolute best value for the money. Period."*

Baptist Eye Surgeons has now been a customer of The IT Company for 13 years. Since then, The IT Company has helped Baptist Eye Surgeons take many steps for continual growth, strengthening their security, advancing their I.T. and create more productivity. In the beginning, they had all desktop computers. Today, every doctor has a Surface Pro they carry- allowing them to instantly connect to their system. "The IT Company has helped us run the way we do."

Don Cook stated one of the aspects he loves most about The IT Company is that the entire staff is always thinking ahead- how can they make our lives smoother and easier? Are our customers prepared for new security threats that arise? Are we doing everything in the most efficient way possible? How can we join our customers in continual expansion of their business?



Since Baptist Eye Surgeons began working with The IT Company, they have completed several projects to expand and advance their I.T. After their most recent project, Baptist Eye Surgeons signed another five year agreement. "That in itself should speak for itself that The IT Company continues to exceed our expectations and do a great job."

"I have confidence that all it takes is a phone call. We tell you what we need- and you all somehow always find a way to get it done."

-Don Cook, Baptist Eye Surgeons

## THE PROJECT

- Expansion of physical office, including surgery center.
- Transitioned to a fully new server room- essentially similar to a brand new installation.
- Added additional computers.
- Added connections.
- Added access points.
- Created better control of wireless coverage through the addition of access points.
- Project completed from a Friday through Sunday.
- The IT Company staff on site Monday morning to ensure the kick-off was smooth and seamless.

## THE OUTCOME

- The IT Company's project team was diligent and prepared to ensure the transition went as smooth as possible.
- The IT Company's staff planned the transition to a tee.
- Back up and running Monday morning.
- Increased the productivity and accessibility of Baptist Eye Surgeons.

## ABOUT

Baptist Eye Surgeons has been serving East Tennessee since 1997. The physicians of Baptist Eye Surgeons offer a wide range of medical and surgical eye care aimed at preserving or restoring the gift of sight. Their commitment to excellence in medical care is for every patient—from a routine eye exam to diagnosis, treatment, management or surgical intervention for eye disease.



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# THE COMPANY

The IT Company is a boutique Cloud and Managed IT Provider in Knoxville, TN. Our Mission is simple: Happy Customers.

We know that IT should help your business, not hold it back. We understand how crippling and critical IT problems are, which is why we've built a proven system optimized to reduce problems.



We partner exclusively with companies who have very little tolerance for downtime, are in High Security and/or High Compliance industries, desire 24/7/365 service and are expecting trust and happiness in their IT partnership.

