

Successfully Navigating an Unplanned Staffing Challenge



SOC 2
TYPE II
CERTIFIED



Introduction

Gastroenterology Consultants, the largest and most experienced Gastroenterology practice in Northern Nevada, is dedicated to the diagnosis, treatment, and care of digestive and liver diseases. Its locations include two clinics, and two endoscopy centers that are AAAHC accredited offering the full spectrum of liver and gastroenterological care.

Challenge

Gastroenterology Consultants was initially looking for additional IT support to complement and support its internal IT resource, allowing them to leverage the specialized skills and resources of an external Managed Service Provider (MSP) while maintaining control over their IT operations. Gastroenterology Consultants was also looking to enhance its cybersecurity posture to protect its data and infrastructure.

During the onboarding process for co-managed services with standard cybersecurity through Sourcepass, they encountered a shift when the internal IT Director at Gastroenterology Consultants resigned. This unexpected change required an adjustment to the approach midway through the onboarding process.

Our Approach

Sourcepass has a proven track record of successfully managing onboarding projects for a diverse range of clients. Our team of experts is adept at handling complex IT environments, ensuring a smooth and efficient transition from Co-Managed to Fully Managed with minimal disruption to business operations.

When we learned that the internal IT Director at Gastroenterology Consultants resigned, we quickly developed a plan to transition them to Fully Managed services for their ongoing IT needs.

Solution

Mid-way through the onboarding Sourcepass had to make a swift and well-planned pivot from Co-Managed to Fully Managed services onboarding. Our expanded team of experts quickly arrived onsite to gather crucial information and develop a comprehensive recommendations plan within two days. The findings were meticulously documented, ensuring a seamless transition and continuity of IT operations. Sourcepass was able to:

- ✓ Onboard Gastroenterology Consultants with Fully Managed services with standard cybersecurity
- ✓ Demonstrate our commitment to seamless transitions and reliable IT support even amidst unexpected changes

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Thanks so much to the entire Sourcepass team and Stan and Daniel! We appreciate you all!

- Erin Brown, Executive Director

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Conclusion

Sourcepass successfully onboarded Gastroenterology Consultants to Fully Managed and cybersecurity services with Sourcepass, an unexpected pivot from the original Co-Managed services plan.

Sourcepass demonstrated our ability to adapt and deliver outstanding results, even in challenging and unplanned circumstances.



Sourcepass provides the technical expertise, strategic guidance, and impactful technology solutions to transform your company into a modern, secure, cloud-enabled business. Start your journey today by contacting us at 646.681.5528 or visit www.sourcepass.com.