cimitra™

Stop-Service Fax
Start-Sleep –s 5
Get-Ciminstance –class win...
| Where-Object name –eq 'Fax'
processid

CASE STUDY

Alpine Clinic

The Alpine Clinic is located in Lehi, Utah and employs traditionally trained doctors and homeopathic specialists. This unique combination provides a choice of treatments which help many patients make miraculous recoveries.

PROBLEM

The 2 Hour Technology Downtime Window

The Alpine Clinic utilizes a variety of technologies to keep the practice running smoothly. They employ an MSP to implement and manage new technology. A few nagging issues come up on a consistent basis. One example is when the Fax server needs to be restarted. The Fax server software is hosted on a Windows 10 pro box. The server closet is inaccessible to the clinic staff, so whenever this issue arises, the lag time to restart the Fax server can exceed 2 hours, until a specialist from the MSP can arrive onsite.

SOLUTION

Deploying Cimitra has helped in two primary areas. The MSP has a large number of scripts deployed at the clinic and keeping them organized, cataloged and at the ready saves time and increases productivity.

In addition, the MSP uses Cimitra to **securely** **share** connections to **PowerShell scripts** such as the connection to a basic script that restarts the Fax server. The **office manager** can now resolve the Fax server reset in a couple of minutes instead of hours to get a specialist on-site from the MSP.

> ▷ RESTART FAX SERVER   ◁ Run
>
> ⟳ Last run status   ↺ Run history