

Case Study



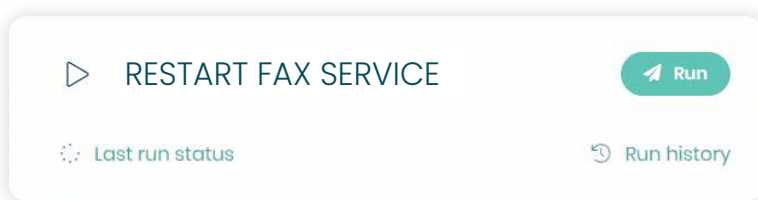
The Alpine Clinic is located in Lehi, Utah and employs traditionally trained doctors and homeopathic specialists. This unique combination provides a choice of treatments which help many patients make miraculous recoveries.

The Problem

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 the Fax Service needs to be restarted on occasion. The server closet is inaccessible to the clinic staff, so whenever this issue arises, the lag time to restart the Fax Service can exceed 2 hours, until a specialist from the MSP can arrive onsite.

The Solution

The Systems Administrator for Alpine Clinic made a PowerShell script on the server that hosts the Windows Fax Service software. The script is designed to restart the Fax Service. A Cimitra App is connected to that script. The System Administrator has shared the Cimitra App with the Office Manager and a couple of other staff at the clinic. Now when the clinic's Fax Service displays the tell-tale problems that call for the Fax Service to be restarted, no problem! In a matter of 2 minutes or less, staff at the Alpine Clinic are able to restart the Fax Service by themselves.



“The Office Manager and a couple of other staff at Alpine Clinic who have no systems expertise, are quickly solving technical issues that used to stall key business processes for hours.”

Gary Anderson | Systems Administrator & Desktop Support @ Alpine Clinic