



IT Services: A Case Study

Meet RenAlliance Group:

For over ten years, RenAlliance Group has served healthcare providers, specifically providing startup and management services to dialysis centers with a focus on medical billing. Whenever a new center is needed, RenAlliance Group steps in and sees the project through, shifting from approval and construction over to management, compliance, and—as of 2014—revenue management.



RenAlliance Group's work is dependent upon their technology solutions.

The 21 employees at RenAlliance Group work to help support the independent providers who operate in a business environment filled with large groups, which requires a lot of technology on their part. Most (or really, all) of their operations rely heavily on some form of technology. The use of their electronic medical records and billing systems alike need to be sufficiently secured, which requires the use of a virtual private network.

Since these systems are both hosted and delivered to their clients from RenAlliance Group's server, their availability is

subject to the server's operability and accessibility. These important facets of RenAlliance Group's operations make downtime a serious issue... one that simply cannot be tolerated beyond the occasional hiccup.

This made it clear that RenAlliance Group needed some way to avoid any instances of downtime by an IT issue. Fortunately, RenAlliance Group's owner Raizy Davis had met Abraham Brown, the CEO of Global Tech Solutions, at a conference in 2019. It was on the recommendation of her husband and business partner that Davis reached out and called Abe.

Since then, the benefits of the relationship have been apparent to Davis each day.

"In March, when we all had to go remote, my first concern was IT: how are my people working remotely? How are they getting into their computers? Global [Tech Solutions] had it figured out before I began to think of how it was going to happen myself."

— Raizy Davis, Owner of RenAlliance Group

Global Tech Solutions took over the maintenance of RenAlliance Group's IT systems.

Many solutions were put in place, and their value was quickly apparent.

Global Tech Solutions came in and provided the group with a server, replacing all their router and network switches. New PCs and printers were put in place, along with the battery backups and monitoring software needed to protect them through the Remote Desktop Gateway.

The outbreak of COVID-19 and the necessity it created for remote operations stand out as a particular example. Davis knew that, in terms of their IT, their solutions and the support they received for them needed to remain accessible. Her very first step was to call Global Tech Solutions.

In response to the pandemic and the restrictions it placed on workplaces, Global Tech Solutions quickly had the entire staff at RenAlliance Group remoted in and working, without any reason to worry about their stability and security. According to Davis, Global Tech Solutions passed the test with flying colors.

While there have been other hiccups to deal with since RenAlliance Group signed on to Global Tech Solutions' services, the IT provider has been there to provide their support.

Today, RenAlliance Group Knows to Turn to Global Tech Solutions for All of Their Needs.

Global Tech Solutions is now the company's go to IT resource for any issue, regardless of when it is encountered. The dreaded downtime that RenAlliance Group once struggled with is all but eliminated, thanks to the help desk services that the IT professionals at Global Tech Solutions provide. An issue that arose when first transferring to remote operations was resolved in a single call.

"I'm proud of Global [Tech Solutions], and the way that they respond to me. It makes me feel good about the decision that I made to use them."

— Raizy Davis, Owner of RenAlliance Group

Global Tech Solutions has been in operation since 2015, providing various IT services, including technical helpdesk support, computer support, and consulting. With the goal to provide enterprise-level IT practices and solutions to businesses, their experience has allowed Global Tech Solutions to build and develop the infrastructure needed to keep their prices affordable and their clients up and running. The team at Global Tech, led by Abraham Brown, believes that the key to their successful growth lies in the success of their clients.

As a result, RenAlliance Group is reportedly 90 percent more efficient and secure than they were before Global Tech Solutions became involved, and would recommend that anyone seeking help with their IT reaches out to them. To do so, visit their website at globalts.com, or call 800-484-0195 today!



(800) 484-0195 | globalts.com