



## Specialist Plastic Surgery Practice Enhancing Patient Care Through Tailored IT Solutions

### About

This Plastic Surgeon practice had grown their start-up practice for the last 5 years. They were a business born in the cloud during a time where so many technologies were at the forefront claiming all the fortune of a top-tier platform but with minimal track record to base it from.

The practice was keen to embrace a cloud first operation that would allow them to obtain a balanced solution that promoted efficiencies. Prior to coming onboard with ONGC, they were engaged with another Managed IT Provider that was delivering a private hosted desktop, emails services, phones and internet.

### Problem

When engaging ONGC, the practice was utilising a rigid system that quite often caused significant disruption to their daily operation. The team regularly experienced disruptions which impacted their ability to effectively function and consult with their patients.

Additionally, the internet connectivity was a significant bottleneck that added additional strain when accessing the cloud-based platform.

It appeared that the solution was largely over engineered for their requirements which also became quite costly compared to alternate solutions. Staff were becoming increasingly frustrated and had lost confidence in the IT systems. It was time for a change.

"ONGC really helped us simplify our systems and delivered a much more appropriate solution that dramatically increased our productivity. We now have a comprehensive Microsoft 365 solution that has helped us gain back confidence in our technology and improve our security."

**Specialist Reconstructive &  
Aesthetic Plastic Surgeon**

## Solution

When the practice reached out, the ONGC team took the time to complete a full assessment of their current environment to get a better understanding of the current state of play. From there, we followed our proven process to build a tailored solution that addressed their key business challenges.

The solution included:

- Full migration to ONGC's **Reach365 Modern Desktop solution**, built on Microsoft 365
- Implementation of additional complimentary security and management tools
- Migration to ONGC's **ReachPBX Hosted Phone System solution**
- Business grade microwave internet connection (10 x faster than previous connection)

By moving to a modern workplace experience, the team was immediately able to access their entire system and data from anywhere, any time, on any

device.

They were no longer faced with long delays when accessing crucial patient data and significantly improved their Cyber Security posture. This was largely achieved by implementing several of the included tools within their new Microsoft 365 Business Premium subscription. Combined with the cost-effective internet and phone system solution, the business was also able to achieve cost savings whilst improving operational efficiency.

## Result

Following implementation of ONGC's solution, the practice overall technical support requests dropped by 90% compared to previous solutions and confidence in the IT systems was restored.

The end result meant they are now able to consult with patients with full confidence that their technology won't let them down.

## Services We Provided

Learn more about how these services could help your business.



### Reach365

[View Service →](#)



### ReachPBX

[View Service →](#)



### Cloud Migration

[View Service →](#)

Founded in 2003, ONGC Systems is an IT, Cloud, Voice and Data Solution Specialist, who enable businesses to break through today's technology cycles for tomorrow's business challenges.

Gold  
Microsoft Partner  
Small and Midmarket Cloud Solutions  
