waytek ...a step ahead



Industry - Healthcare

Modernized EMR System Migration & Complete Hardware Deployment

Overview

A growing healthcare provider partnered with Waytek to execute a seamless transition to a new Electronic Medical Record (EMR) system while upgrading their underlying technology infrastructure.

Implementing a new primary EMR platform required a comprehensive assessment of device needs, hardware procurement, and staff readiness. Waytek delivered a structured migration strategy that refreshed key systems, streamlined phone and device management, and provided responsive ongoing support throughout the transition.

About the Client

The client is a healthcare organization relying on digital record systems to maintain patient care and clinical operations.

Their operations depended on:

- Modern, dependable Electronic Medical Record (EMR) software accessibility
- Integrated telecommunications and modernized office phone systems
- Up-to-date workstations, mobile devices, and central hardware infrastructure
- Mobile Device Management (MDM) for secure data access

The Challenge

- Complex operational risks associated with migrating to a new core EMR platform
- Outdated computers and hardware unable to support new software demands
- Lack of centralized oversight and policy management across mobile devices
- Need for a full technology audit before executing major system changes
- Ensuring staff stayed supported and trained during critical system overhauls

The Results

- Successfully executed a major spring EMR migration with zero operational disruption
- Fully modernized office phone systems, workstations, and mobile devices
- Established central control and security over mobile endpoints via MDM
- Maintained high staff satisfaction with responsive, well-trained IT support

> “Waytek was a key success factor when our company moved to a new EMR in the Spring. They performed a complete analysis of our technology needs, assisted in planning and procuring new devices, phone systems, computers and Mdm. They are always responsive, and staff are well trained.”
>
> — Kathleen Horton

The Solution

1. Comprehensive Needs Analysis
   - Conducted a thorough technology assessment prior to EMR migration
   - Identified exact hardware, software, and networking requirements for the upgrade
2. Infrastructure Procurement & Deployment
   - Managed procurement and setup of modern computers, devices, and office phone systems
   - Standardized hardware configurations for optimal performance and reliability
3. Mobile Device Management (MDM) Implementation
   - Deployed centralized MDM software to secure and manage staff mobile devices
   - Protected patient data across all mobile endpoints in accordance with security standards
4. Smooth EMR Transition Execution
   - Supported the spring rollout of the new EMR platform with minimal downtime
   - Configured systems to integrate cleanly with new software workflows
5. Responsive Technical & End-User Support
   - Delivered prompt assistance to staff throughout the deployment process
   - Provided well-trained technicians to address user questions and technical issues

Key Takeaway

Thorough upfront planning, hardware modernization, and responsive tech support ensured a seamless transition to a modern EMR platform.

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