



Case Study

Physician Resources LLC **EFFICIENCY WITH STRATEGIC IT SUPPORT** FROM eSOZO



Case Study- Physician Resources

Physician Resources is a premier medical education and communications partner. They offer publication planning, strategic meeting planning, and Society management. With staff and clients spread across the globe, they require an IT provider who is both flexible and resourceful. They found that long-time partnership with eSOZO.



The Situation: Physician Resources Needed a New Server Installed

Aaron White, President of eSOZO had this to say about partnering with Lane O'Shea at Physician Resources: "We were part of a networking group that included their IT guy. He had purchased a new server and was unable to install it himself. We were brought in to help him complete the project."

Physician Resources impressed with eSOZO

The IT experts at eSOZO helped upgrade the entire Physician Resources mail server and set up remote offices and desktop servers for their remote employees. Although eSOZO was called in as back-up to help the in-house IT staff, Physician Resources soon became impressed by the expertise and responsive service. Ms. O'Shea decided to partner with them formally.



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The Resolution: Joining Forces with an IT Partner That Provides a Fully Managed IT Service

This situation brought the two organizations together, but it has been the continued support from eSOZO that sustains a long-term relationship with Physician Resources.

Lane O'Shea explains the reasons why eSOZO continues to be their number one choice for IT support and strategy. "It is eSOZO's support that makes our business model possible. Their team is ready, willing, and more than capable to help even when challenges develop beyond routine business hours."

The support from eSOZO isn't limited to monitoring and responsive problem solving. "We know we can call for guidance and support when we are considering changes to our technology as well," O'Shea claims. "The team is both proactive and reactive – and we count on both of those qualities."

It is eSOZO's support that makes our business model possible.



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The Result: An Optimized IT Environment that Enables a Client-Focused Business Model

Since Physician Resources partnered with eSOZO, they have never looked back. eSOZO provides Physician Resources with a variety of services to support business needs including:

- An integrated helpdesk using Remote Management and Monitoring (RMM) technology
- Individual Desktop Managed Support
- Both hardware and software server care
- Cloud security and support
- “Out-of-scope” assistance, helpful with anything and everything related for technology to be successful.

eSOZO has offered technology solutions for over a decade and uphold a legacy of professional service for organizations of all sizes. eSOZO helps business clients with everything from creating and monitoring security policies, to running wires, fixing stuck printers, to securing domains and all other IT needs.

Offering Technology Solutions for Over a Decade

To learn more about which IT strategies and solutions your business could benefit from, reach out to eSOZO at (888) 376-9648 or via email at info@esozo.com

eSOZO is committed to tailoring IT strategies to meet the needs of any business.

