



CASE STUDY



# CTECH Keeps Physicians Online at Chrysalis OB-Gyn in Calgary

One of CTECH's clients is **Chrysalis OB-Gyn**, an association of five specialist physicians in Calgary, Alberta. We spoke with Mandy Simard, the Office Manager at Chrysalis, to see what they thought about the service they have received from CTECH.



## Before we get started on CTECH, what exactly does Chrysalis do?

"Chrysalis is an obstetrics and gynecology clinic," Simard answered. "What that essentially means is that we see high-risk patients through their pregnancies, and gynecological patients by referral from family physicians."

Simard emphasized how important reliable IT support is to Chrysalis, noting the association's reliance on remote access to their network.

"Our physicians off-site are logged in remotely... the physicians that are not in the clinic for the day are actually using that system to access their patients at the Hospital. If that system goes down, it poses a huge problem for them... CTECH has done a wonderful job with that."

## So, CTECH keeps Chrysalis' critical systems up and running... but, what separates them from other IT support companies?

### Why did Chrysalis switch from their previous MSP to CTECH?

"[Chrysalis] had an IT company beforehand," said Simard. "They were more costly. [Chrysalis] thought the value they were adding was not up to snuff."

Chrysalis discovered that CTECH, unlike their competition, was indeed up to the task, and could provide what other solutions could only promise:

- The opportunity to sit down and determine the right IT to suit their business
- 24/7 unlimited support for any IT issues faced by their staff
- Flexible service plans designed to grow with them as they grow themselves

Simard recounts a personal experience she had witnessing CTECH provide excellent service:

"When I came on, all the old computers were stacked up, and for any clinic that's a lot of hardware to dispose of. All of the data systems had to be removed in order for the computers to be recycled. It's one of those things you just don't ever get to. [A CTECH staff member] came in and spent an entire day going through all of those old computers for us, and then disposed them for us, too. That's great service."

In addition to giving CTECH rave reviews for their on-site service, Simard was also happy about the fact that CTECH was always there on the other side of the line when an issue popped up. "The comfort level and support, knowing we can call their number is a huge value."

**CTECH offers a wide range of IT services and is one of the most reliable IT support companies in the Calgary area.**

**If your business needs IT support, protection, or infrastructure improvements, call us at 403-457-1478 or fill out our contact form online at [ctechgroup.net](http://ctechgroup.net) and we'll quickly get back to you.**



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