

HITECH SOLUTIONS INTEGRATORS FILLS DENTISTRY NICHE



ABOUT HITECH SOLUTIONS INTEGRATORS:

HiTech provides IT support for dental offices. The company offers systems integration and managed services for preventative maintenance for dental offices' networks and computers. HiTech Solutions Integrators supports all dental practice management software and digital technology.

Location: Lubbock, TX

Website: [http:// www.HSIPros.com](http://www.HSIPros.com)

Challenges:

- Maintaining 99 per cent uptime on clients' critical systems during business hours.
- Maintaining data security requirements.
- Staying abreast of changing technology.
- Keeping staff trained on new technology, implementations, integrations and support.

Solution:

- Increasing implementation of N-able managed services solution across client base to provide 99 per cent uptime for clients' systems.
- Use N-compass reporting solution to provide timely and accurate assessment and reporting to customers.
- Continue to invest in fully trained staff.

Benefits:

- Increased revenue by 50 per cent in last year.
- Anticipates adding six more locations this year.
- Adding N-able managed services to systems integration capabilities has improved outcomes for customers.

Ten years ago, Wesley Robinson, the president and founder of HiTech Solutions Integrators, Inc., looked closely at the hospital IT market in which he worked and saw an opportunity to do what others had ignored – provide IT solutions and services to dentists.

"I came from a healthcare background in hospital IT, working with physicians in practice management systems and the beginnings of electronic medical records," says Robinson. "I saw that the independent dentist didn't have the demand or couldn't afford to hire an internal IT person," he says.

"In dentistry, digital radiography was just starting to become affordable, and I knew the opportunity was there to provide IT solutions and services to dentists – no one else was doing it."

Now, just as Robinson foresaw, about 55 per cent of dental offices have some form of digital radiography technology and the number is steadily increasing.

Accordingly, HiTech Solutions' specialty business as a systems integrator and solutions provider to dentists has flourished. The company has 13 employees at its four locations—three in Texas and one in Arkansas.

In fact, of the company's 280 clients, some 75 per cent are dentists, he adds.

"We are certified to install and service certain digital radiography equipment," Robinson says. "In a totally digital dentistry practice, every operatory area has peripheral systems and devices connected to a central computer," he says. "Our value is that we understand the integration of all those peripheral devices."

Expanding Service from Regional to National

Two years ago, Robinson started looking for a technology solution to help expand HiTech Solutions' customer base beyond its Lubbock, TX headquarters without incurring the additional cost of hiring more people.

He subsequently discovered and partnered with N-able Technologies®, the global leader in remote management and monitoring (RMM) software and uses its N-central® RMM platform and N-compass™ advanced IT reporting solution.

"We started expanding beyond state lines and now we work remotely with clients all over the U.S.," Robinson says. "All of that is due to N-able – they are our one and only managed services provider (MSP)."

When HiTech added managed services to its portfolio about 18 months ago, it gained the ability to remotely monitor and manage the wide scope of peripheral devices and servers in a dentist's office to provide the highest possible level of system uptime. In addition, the company now can conduct assessments and supply reports to clients more expeditiously, notes to Robinson.

"We can make changes system-wide without manually doing it to every server in the office like we used to do," he says.

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*- Wesley Robinson, President and Founder,
HiTech Solutions Integrators, Inc.*

HiTech Solutions works with 150 customers in some capacity other than break/fix, he adds. “The big thing is the ability to make assessments in a timely manner and report back to the client,” says Robinson.

“When I go into a client’s office, N-able gives me the ability to report back to them on whether the system is upgradable and what needs to be replaced, in a way that we’ve never been able to do without spending numerous hours,” he adds. “That’s a big added value for us.”

Ensuring Exceptional Service and Maximum Uptime

Robinson advises that featuring N-able in HiTech Solutions Integrators’ solutions portfolio has improved the outcomes for its customers.

“We are using N-able’s technology solution the way it’s supposed to be used and fully understand the range of services we can offer to clients,” he says.

Using managed services solutions to assess and improve the systems’ uptime of HiTech Solutions’ dental customers is what sets the company apart from its competitors, says Robinson.

“For dentists, the financial impact of even one system down during business hours is substantial—there’s a lot of money riding on it,” he says. “Using N-able, our goal is to be proactive in maintaining maximum uptime on those systems – it’s how we increase our value to our clients.”

Next Steps

- [Read more case studies about N-able’s MSP Partners](#)
- [Start a free trial of N-able’s N-central RMM software](#)
- [Contact us to learn more about N-central](#)