a division of RehabTECH Supply, Inc.

Home Medical Equipment Improves Quality of Life

For the past decade, **LifeTech** has been the leading supplier of high-tech in-home respiratory equipment. The Respiratory Therapists and support staff specialize in providing care to medically fragile ventilator and trach dependent patients (infant, pediatric, adult) and their families.

The need

LifeTech contracted remote IT services through an out-of-state vendor, but had no provision for on-site support and only email-in repair service. With limited in-house IT resources and expertise, finding local service and support became extremely important.

The solution

CDS Office Technologies implemented the Managed Technology Services platform about two years ago to provide help-desk support, handle routine equipment issues, system updates, virus protection, etc.

The benefit

The CDS Managed Services solution allowed the LifeTech team to be more productive, receive faster turnaround on break/fix items and upgrade their phone system. CDS provided an up-to-date IT environment for all their service and support needs.

Immediate Need to Work Remotely

Headquartered in Chicago, with 62+ employees, LifeTech serves the Illinois, Indiana, Wisconsin and Missouri markets. *"With limited IT skills and resources, we already utilize CDS to provide Managed Technology Services to support our team. At the onset of COVID-19, our company made a quick decision to give our staff the ability to work remotely. As an essential business, this became an immediate need."* **– Jerry Bousk, President, LifeTech**

Changing to Remote Work Environment

With CDS' Managed Services Technology already in place, the CDS team was able to rapidly build a firewall and change IP addresses to allow staff members to utilize the Panasonic KX-NS700 phone system remotely. *"Within 48 hours were we up and running remotely and it was all completely seamless to our patients."* **– Maribel Martinez, Director of Operations, LifeTech**

Panasonic
Business Communications

KX-NS700 - Smart hybrid PBX for small and medium sized companies. Up to 288 Extensions - Built-in Function such as Call Centre, Unified Message, MRG and CA - Simplified Installation and Maintenance

Improving the User Experience

"If our customers are unable to reach us there could be distinct life threatening circumstances. Our team provides medical equipment, evaluations, service and support 24/7/365. Our Respiratory Therapists and staff members provide family training, documentation, and answer insurance/billing questions. Our business model is always evolving and we look forward to developing completely automated reporting of calls, time stamping, call averages and more real-time reporting. We also utilized CDS to install a badge entry security system and eventually plan to install security cameras." **— LifeTech Management Team**

For more information about MTS & Panasonic Phone Solutions

Managed Technology Services (MTS)—also known as *Managed Network Services* (MNS)—provides a proven service in which our team of certified technicians will monitor your computer systems around-the-clock to prevent unscheduled downtime and catastrophic failures. Using remote support services or on-site repair, our technicians can troubleshoot, diagnose, and then resolve many common computer problems.

With MTS, you benefit from:

- Predictable monthly costs
- Reliability in your network, internet, and system
- Detailed reports on the functionality of your system and network
- Proactive network and systems management
- Microsoft patch management
- Spyware/Virus protection and prevention
- Real-time network monitoring
- Remote technical support
- Immediate problem diagnosis and resolution

Contact CDS Office Technologies today to see how outsourcing your IT support services can help streamline your processes and maintain a steady, uninterrupted IT environment.

CDS OFFICE TECHNOLOGIES

Bloomington Champaign Chicago Davenport Marion Peoria Quincy Springfield St. Louis

800-367-1508 ~ www.cdsot.com

CDS Office Technologies, 612 S. Dirksen Pkwy, Springfield, IL 63703