

Sagiss Takes the “Out” Out of Outsourcing for Pharmacy Client

After years spent relying on a tech-savvy salesperson for IT support, Complete Pharmacy Care’s technology needs had outgrown its internal capabilities. With an elaborate network and 35 workstations, the full-service pharmacy knew it needed to secure external help to manage its IT infrastructure. In October 2009, the company chose Sagiss.

Security and Consistency

Sagiss’ first task: Assessing, securing and optimizing Complete Pharmacy Care’s network and updating all workstations for companywide consistency.

“We were wide open to many potential threats,” says Nikki Pierce, the company’s controller. “If our server were to go down, none of us would know what to do. Sagiss set things up so that they can access our computers and servers remotely, and made modifications to our network to make it run more smoothly and efficiently.”

For the employees, the updates and changes required a new login process. Although employees were nervous about the transition, Sagiss’ hands-on customer support ensured that all went smoothly. For two days after the new process was implemented, two Sagiss representatives were on-site and ready to help in the event of any problems or to answer questions.

“The Sagiss team left instructions and notes for each employee and walked around and stayed very visible,” Pierce notes. “They scheduled meetings throughout the day and provided a list of contact numbers where we could reach them if we needed. It was so much easier than I ever expected.”

Ongoing Support

With the network secure and all workstations up-to-date, Sagiss has continued to proactively update the company’s software when needed, and remains readily available to provide immediate technical support or answer questions when employees need help.

“They come on-site when we have problems, and they have spent so much time here to get us setup and upgraded that they are truly an extension of our staff,” Pierce says. “They are very polite and courteous. It’s easy for many IT people to speak so far over your head and with lots of jargon, and Sagiss doesn’t do either. They are approachable and always happy to explain aspects in everyday language.”

Sagiss has also consulted with the company on its IT equipment purchases, helping them find the best value for the money.

“They are really looking out for us,” Pierce says. “I feel good about it. I don’t feel like I have to scrutinize my invoices. I don’t ever feel they’re looking to maximize their revenue. They just want to make sure my systems work and our employees are productive.”

Pierce has found working with Sagiss to be just like having an in-house technical support team – only with a broader base of expertise and lower costs.

“I feel like they are right here with us,” Pierce says. “They are so much more connected and interactive with us than I could have ever imagined. For being an outsourced IT company, I don’t feel the ‘out’ in our relationship. They are just a phone call or e-mail away and really just part of our team.”

About Sagiss

At Sagiss, we’re IT experts with business sense. Since 1992, Sagiss has provided peace of mind in technology for Dallas-Fort Worth businesses. Through expert planning, management and support, Sagiss is your trusted IT partner. From strategy and maintenance to around-the-clock response, Sagiss keeps your network safe, efficient and effective. Our goal: to boost your growth and productivity with smart, hassle-free IT solutions.

For information, please visit www.sagiss.com or call 214.276.5976.