

Company Profile

Remote Support Assists Pennsylvania Pathology Lab



Northeast
Dermatopathology
Institute

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Employees: 11

Founded: 2005

Dermatopathology Laboratory

Headquarters in Clarks Summit, PA

www.nedermpath.com

Challenge

Finding and implementing the technology to create maximum efficiency of business-critical pathology software for timely and accurate reporting of lab results.

Solution

In coordination with the software provider, CRU Solutions created a custom hardware solution designed to deliver maximum efficiency and provided the support plan, including help desk, to help the staff work more effectively.

Results

Responsive, prompt and knowledgeable help desk support combined with maximum system uptime helps the lab meet the needs of its physician clients.

Northeast Dermatopathology Institute (NDI) faced unique challenges when choosing an IT support provider.

Due to the nature of their work, NDI relies on a specialized pathology software with specific hardware requirements. Since the hardware requirements were designed by CRU Solutions, it seemed the natural choice to work with CRU as their IT provider.

CRU has been a trusted partner of NDI's since the practice opened in 2005. CRU designed their computer network, including the server, desktops and T1 connectivity.

Today, NDI is a managed services client receiving the full range of monitoring and support services for their network.

Since NDI is in Pennsylvania, Lead Transcriptionist Karen Jeffers serves as the in-office "hands on" IT support for the practice. "CRU has helped talk me through equipment issues if I need to take something apart and re-install it, or they can access our equipment remotely and take care of problems," Karen says.

Karen believes one of CRU's greatest strengths is the outstanding customer service provided by our techs.

"There's not a problem they won't solve," Karen says. "I have great respect for people who tell me the truth and don't waste my time. If an issue will take a little more time, they



tell me how long they think it will take and send e-mails to update me on their progress. The techs never leave me hanging."

Coordinating with their software vendor is also important to NDI. "CRU can talk to our software techs in terms they understand. That helps us get issues resolved faster," notes Karen.

Francie Walters, Practice Manager, describes her experience with CRU this way, "I want to personally express my gratitude to the folks at CRU for the wonderful job you do. Your techs are always extremely helpful, very knowledgeable and just a pleasure to work with. They make my job so much easier."

"It doesn't matter that the CRU techs are not on-site, nobody does customer support better."

*-- Karen Jeffers,
Lead Transcriptionist*