



PrairieCare

Connecting with Managed Services

THE CHALLENGE

PrairieCare required a dynamic IT infrastructure to support its business growth and allow staff to focus on patient care without worrying about day-to-day operational requirements from technology. The healthcare provider needed an IT partner who could grow with them.

THE CLIENT

PrairieCare has been delivering high quality psychiatric and behavioral health services in the Twin Cities since 2005. The organization focuses on providing patients the individual psychiatric care they truly need.

PrairieCare's vision is to transform psychiatric health-care—and one way to accomplish that vision is to connect with patients through technology. In early 2009, Emergent Networks became PrairieCare's technology partner, providing

complete IT Strategy, Solutions and Support. Throughout this 4+ year collaboration, Emergent Networks and PrairieCare have developed a level of integration and trust that exemplifies how Emergent Networks builds and connects with its family of clients.

THE SOLUTION

When PrairieCare deployed a new infrastructure in 2009, it was essential that it be flexible and capable to support rapid growth. The organization also wanted to focus on core business practices and not worry about IT infrastructure as it grew. Emergent Networks' ability to implement appropriate Solutions, provide ongoing infrastructure and employee Support, and continually develop new Strategy was key to establishing this new relationship.

PrairieCare utilizes all the services Emergent Networks offers. As part of a Managed Services agreement, the organi-



zation has Emergent Networks staff onsite every weekday at multiple locations. The onsite Emergent Networks staff members perform maintenance to the main infrastructure and support individual users. PrairieCare and Emergent Networks have quarterly planning and strategy sessions to ensure all current needs are being met and appropriate planning is completed for upcoming projects.



Emergent Networks

Customer
Story



Since 2009, Emergent Networks has aided PrairieCare with IT infrastructure setup at five sites. Technicians have also migrated the organization from a hosted phone system to an onsite solution that gives them more customized functionality, flexibility and scalability. Emergent Networks provides vendor management for products and services required in the infrastructure and helps negotiate contracts for these services on behalf of PrairieCare.

A video conferencing system was implemented to reduce travel and increase collaboration between sites. PrairieCare now has the ability to provide telemedicine to aid clients who need psychiatric care in remote areas. Most recently, Emergent Networks completed a comprehensive datacenter move for PrairieCare, and staff are consulting on the setup of a new specialty hospital that will open

in the fall of 2015.

PrairieCare management and staff feel as though the Emergent Networks technicians are part of the organization. They truly feel like a valued and important client every day. Whether there is a large project to implement, or just a problem with a desktop computer, PrairieCare can trust it will get done the right way and without delay. Emergent Networks partners closely with PrairieCare as an extension of its business.

“The team at Emergent Networks is ingrained into our daily operations, functioning as true partners and colleagues,” said Todd Archbold of PrairieCare. “Much of our growth has been achieved through the reliability and expertise from Emergent Networks and the trust we have in them.”

From the beginning of the relationship, it was PrairieCare’s goal to grow without having

additional in-house IT staff. Emergent Networks has been the go-to partner for everything IT—from ongoing Strategy, to new Solutions, to daily Support. Emergent Networks has grown with PrairieCare and has supported its expansion from a two-site, 40-person organization, to an approximately 250-person organization with five locations and a sixth in development.

THE RESULT

The Strategy, Solutions and Support Emergent Networks provides to PrairieCare has allowed the organization the flexibility to expand its business. And PrairieCare is continuing to expand—not only its locations, but also its ability to serve patients without local resources. PrairieCare and all of its employees have become part of the Emergent Networks family, and we look forward to continuing to grow together.