



## The unanticipated end to its Veradigm hosting relationship was not entirely unwelcome news for this Massachusetts family practice group which sought better communication and greater transparency from its hosting partner.

When Veradigm (formerly Allscripts) informed Massachusetts-based **Healthcare South** in late 2021 that they were no longer going to be providing hosting services for its EHR and PM platform, the independent primary care practice operating nine physician offices throughout Massachusetts' South Shore had few options to consider. Moving forward, Veradigm would be offering Healthcare South one and one only choice: pivot to the public Azure cloud.

"The one-time capital expense, and the ongoing expenses to move to the Azure Cloud, were just much too high for Healthcare South to stomach," says Phil Joy, Healthcare South's Director of Information Technology. "From a business standpoint, it would not have made any sense."

With imminent change on the horizon, Healthcare South began exploring other options for hosting and went through what Joy refers to as "a light RFP process."



### THE CHALLENGE

In late 2021, Veradigm (formerly Allscripts) informed Healthcare South that they were no longer going to be providing hosting services for its EHR and PM platform, offering instead one and one only choice: pivot to the public Azure cloud. The one-time capital expense, and the ongoing expenses to move to the Azure Cloud, were just much too high for Healthcare South. From a business standpoint, a move to the Azure Cloud would not have made any sense.

### THE SOLUTION

Through an RFP process, Healthcare South engaged with Med Tech Solutions. Today, MTS provides a successful hosting solution for Healthcare South's Veradigm EHR and PM platform and provides high-level support for maintaining the VPN connectivity between the nine Healthcare South offices and MTS' public Citrix Cloud option (among MTS' multi-cloud public, private, and hybrid solutions). Healthcare South chose the Citrix Cloud option to take advantage of MTS' virtual desktop application solution.

## HEALTHCARE SOUTH'S MISSION:

### “Caring and Partnership in Family Health”

Healthcare South's vision is to be recognized as the premier medical provider and the provider of choice in our community, delivering an integrated healthcare network that meets our patient care and partnership goals.

Healthcare South believes that all patients deserve caring and partnering from their medical provider to ensure high quality comprehensive healthcare centered on the individual and delivered in a timely manner.

Healthcare South, P.C. is a large group of Family Practice and Pediatric physicians who specialize in Primary Care and have provided quality medical care to their patients for well over 17 years.

Healthcare South strives to provide patients with the high-quality comprehensive healthcare centered on the individual and delivered in a timely manner. The Healthcare South Corporate office is located in South Weymouth, Massachusetts, with conveniently located practices in the communities of Braintree, Cohasset, Hanover, Marshfield, Scituate, South Weymouth, and Quincy.

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PHIL JOY  
DIRECTOR OF INFORMATION TECHNOLOGY,  
HEALTHCARE SOUTH

### MTS checked all of Healthcare South's boxes.

“We spoke with a few hosting vendors and received a few proposals. Based on the response, we determined Med Tech Solutions (MTS) was the best option for us,” Joy says. He recalls, of all the companies that responded to Healthcare South's request for proposal, MTS' proposal was by far the most comprehensive. “It really checked all the boxes as far as the different aspects of the Healthcare South Veradigm EHR and PM platform that we knew needed to be addressed for us to be successful,” Joy says, adding: “and the price points were reasonable.”

In the days ahead, Joy worked closely with MTS' Business Development Team to right-size what became two different proposals for the practice. By the start of 2022, the Healthcare South Board of Directors had agreed to bring MTS on board as Healthcare South's new hosting services provider. By mid-summer (July 2022) Healthcare South had completed its migration to MTS' cloud hosting environment.

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## MTS solves difficult communication challenge for Healthcare South.

Learning at the end of 2021 that Veradigm would be ending its hosting services was not entirely unwelcome news, according to Joy. “One of the challenges that Healthcare South always faced with the Veradigm-provided hosting solutions was a lack of transparency and a lack of escalation points within the hosting management and support team,” he says. Throughout Healthcare South’s engagement with Veradigm, a large multi-national technology company called Atos, a Veradigm partner, was the underlying provider for the traditional data center services.


“While Veradigm had the partnership with Atos, the opportunity to interact directly with the Atos support team, their Citrix engineers, or use their folks for escalation points was non-existent for me personally,” Joy recalls. “That was a challenge; and something that would really grind my gears – not having the ability to buttonhole someone who was responsible for the oversight of the Citrix environment directly made communicating exactly how urgent something was more difficult than it needed to be.”

“Frankly, we needed a new home,” Joy says. “We realized very, very quickly after we engaged with MTS that MTS was that new home.” One of the things that really appealed to Joy and his team at Healthcare South about MTS was their experience of a greater level of transparency and access to the senior team responsible for the buildout, and the ongoing support of Healthcare South’s hosted environment.

**“For me, having those relationships with the people that are responsible for how well the hosting platform performs is huge. Being able to have a conversation with a senior engineer, or a deployment manager, whoever it happens to be, allows us to make changes a lot more quickly when trying to better the user experience,” he says.**

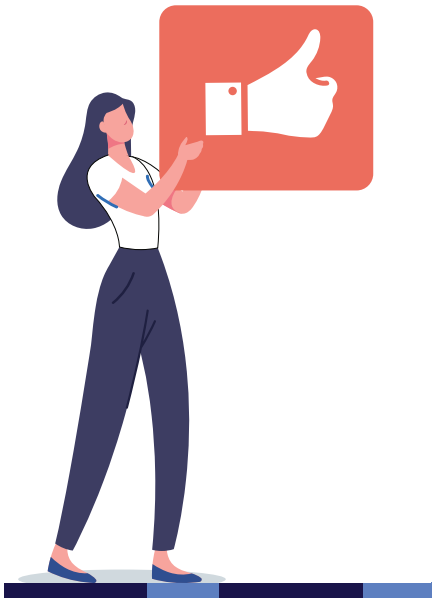
Joy calls the level of engagement with MTS “top notch.” “From the business development team through the engineering team, they have always been available for what we need,” he says.

For Joy, the access and communication between MTS’ team of experts and Healthcare South has been the key to this successful relationship. “Since engaging with MTS, I’ve seen improvement in turnaround time for hosting support tickets – and I’m not talking about trouble tickets; I’m talking about new requests for deployment of, say, a new printer to one of our physician’s offices. The length of time for that process has been reduced significantly. Support turnaround time is greatly improved.”



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“For an IT professional like me, being able to work directly with the engineering team from the hosting services side helps me sleep at night,” Joy says. “I realize that’s an anecdotal benefit that you cannot really measure; but from a peace of mind standpoint, being able to hit the panic button if the situation warrants it, and getting in touch with engineers who know our environment inside and out, makes me feel a heck of a lot better.”

## MTS delivers peace of mind.

Joy describes hosting services as being somewhat of a “black box” before Healthcare South began its hosting partnership with MTS, referring to an additional layer of Veradigm employees between Healthcare South and its vendor, Atos, who was actually providing the hosting service and infrastructure. Happily, Joy reports that layer of communication and opacity regarding the hosting teams’ work is gone, and is a huge, positive benefit.

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## Why is MTS a good fit for Healthcare South?

Joy believes the MTS and Healthcare South organizations have a somewhat similar mindset when it comes to employing a personal touch.

“We both place a huge amount of value in our partnerships. For Healthcare South, it’s the caring and partnerships that we have with our patients. For MTS, I get a very similar sense of ownership and responsibility when it comes to the relationship that Healthcare South and MTS have today. It demonstrates a vested interest in the success of Healthcare South as a partner. That carries a lot of water.”

If Joy were to recommend a friend or colleague work with MTS, he says judging by a scale of 1-10 he would “unabashedly give MTS a ‘10.’

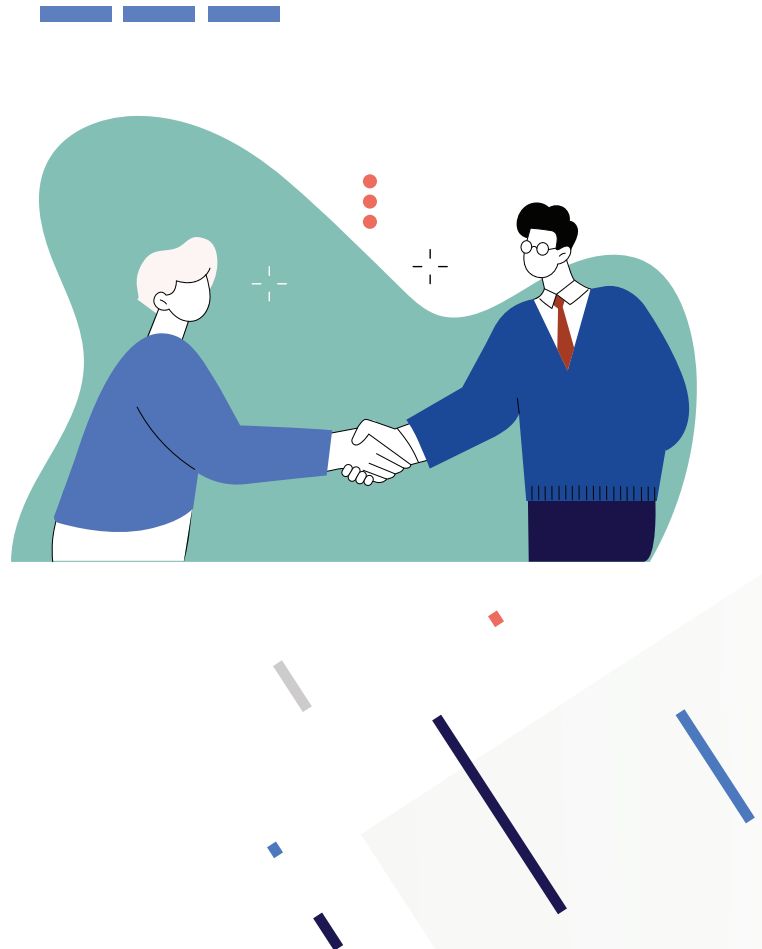
“In my experience, MTS has really done a great job, from the initial sales process working with the business development team to the cycle that we’re in today with our monthly maintenance review meetings. Communication has been fantastic,” Joy says, noting whatever amount of communication a customer is looking for is available to them. “The sense that I get is MTS puts a great deal of value in hearing the voice of the customer and doing their best to deliver based on the customer’s requirements.”

## PJ: KUDOS FOR THE MTS TEAM

When Healthcare South first underwent the migration from the previous hosting vendor to Med Tech Solutions in July of 2022, I had the pleasure of working with **Bill Ehasz** (MTS Deployment Manager) and **Dave Vanderbeck** (MTS Systems Engineer) on the project. They were both incredibly responsive throughout those high-stress few days, making changes on the fly to try and put us in a position to get up and running at full operational speed as quickly as possible. We were able to work very closely with Bill and Dave and be very nimble, making changes virtually instantaneously as they surfaced. They were fabulous during that process and continue to be great resources to this day. Having that kind of end-to-end ownership and the same highly-skilled engineering resources essentially at our disposal to help make sure we are developing the right solutions and putting the right kind of security controls in place has been great.

**Mike Spencer** (MTS Director of Business Development) could not have been more of a stand-up guy during the sales process. We had some great, frank conversations about where Healthcare South stood and where MTS was coming from. I never felt that we were getting a hard sell. Mike was able to craft a really great deal for Healthcare South.

On a more regular basis, we've had great luck with **Donald Guyer** as our account manager. **Rich Bokowski** and **Eric Thomas** on the MTS Support Team have been awesome. The Healthcare South user population at large, whenever they have to talk with the MTS Support Team, have always been pleased as punch, whether they talk with Eric or Rich.



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Med Tech Solutions (MTS) puts the unique needs of each healthcare organization at the center of our work across the full IT journey. Our healthcare-exclusive services employ dedicated ITCare Teams to ensure technology systems support essential clinical workflows and strategic business plans. Provider organizations and networks can count on a secure, reliable IT infrastructure, optimized clinical and business applications, and full end-user support so they can focus on patient care. MTS was founded in 2006 in Valencia, California, and serves thousands of healthcare organizations nationwide. The company is the top-ranked IT services firm for healthcare organizations on the elite Channel Futures MSP 501 list and has been recognized as a 2023 CRN Pioneer 250 Honoree. MTS has achieved HITRUST Risk-based certification for its cloud platform, demonstrating a proactive approach to cybersecurity, data protection, and risk management. Learn more at [www.medtechsolutions.com](http://www.medtechsolutions.com).