

## CASE STUDY

# Reliable Healthcare IT Partnership Helps CovenantCare Focus on Patient Care

NetGreene's expertise empowered CovenantCare Family Practices to improve efficiency, reduce stress, and prioritize patient outcomes with confidence.



10 Minutes Average Non-Emergency Response Time



98.57% Yearly Customer Satisfaction Rating



18 Minutes Average Issue Resolution Time



91.73% First-Call Resolution Rate

## Overview / Summary

When CovenantCare Family Practices faced increasing technology demands, they turned to NetGreene Solutions for dependable, hands-on support.

From complex troubleshooting to major network updates, NetGreene delivered consistent results that allowed CovenantCare to operate seamlessly without technical distractions.

Through proactive management and rapid implementation, NetGreene became a trusted partner in transforming CovenantCare's operations.

## Business Challenge & History

The client needed a technology partner capable of managing rapid growth and maintaining seamless operations in a demanding healthcare environment.

- **Frequent technology updates** required fast, accurate implementation without disrupting daily clinical workflows.
- **Limited in-house IT resources** made it difficult to address complex infrastructure and security needs effectively.
- **Increasing patient volume** amplified the need for reliable systems that support uninterrupted care delivery.



*“Thank you for all that you guys bring to the table and your willingness to roll up your sleeves and help”*

Robert Wilson, MD Owner,  
CovenantCare Family Practices

## The Solution

NetGreene responded to every challenge with dedication and precision, becoming an integral extension of the client's team.

- **Hands-on support** that addressed each request, wish-list item, and troubleshooting need without delay.
- **Rapid implementation** of technology changes, executed seamlessly to keep operations stable and efficient.
- **Collaborative partnership** that allowed the client to stay focused on patient care while NetGreene managed IT demands.

## Solutions Deep Dive

Through consistent communication and action, NetGreene Solutions became a true partner for CovenantCare.

Every request, from system upgrades to troubleshooting, was handled with care and urgency, reflecting a commitment to the client's operational success.

By offering responsive support and flexible execution, NetGreene empowered the client's staff to focus on patient care rather than technical interruptions.

Each rapid change and successful implementation reinforced the trust built between both teams, setting the stage for continued innovation and reliability.

## The Benefits or Outcomes

By partnering with NetGreene Solutions, the client gained a dependable technology ally that consistently delivered on every request. The relationship provided measurable relief from daily IT burdens, allowing staff to concentrate on patient needs and clinical excellence.

With fewer disruptions and faster implementations, the client experienced a smoother workflow, greater confidence in system reliability, and a stronger foundation for continued growth.

## Going Forward

The client continues to view NetGreene Solutions as a long-term technology partner. With proven reliability and a track record of responsive service, the partnership is positioned to support future innovations and evolving healthcare technologies.

## Building a Future on Trust and Technology

The success of this collaboration highlights the power of a dependable technology partnership.

By working closely with NetGreene Solutions, the client not only overcame daily operational challenges but also unlocked the freedom to focus on what matters most - patient care.

The consistency, responsiveness, and commitment shown by NetGreene reinforced trust at every stage of engagement.

This case underscores how the right technology partner can redefine efficiency in healthcare. With NetGreene's continued guidance and proactive support, the client is well-positioned to maintain stability, adapt to new innovations, and build a resilient foundation for the future.

### Partner with a Technology Team That Delivers Every Time

Discover how NetGreene transforms IT challenges into seamless, reliable solutions for healthcare practices and beyond.

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