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**Steve Moyer  
IT Manager/  
System Administrator  
RDI/MRI Group**

## RDI/MRI Group protects critical data with integraONE’s GuardNet managed services solution



The Rohrerstown Diagnostic Imaging/MRI Group (the Group) offers patients 24 hour magnetic resonance imaging (MRI) services at six locations in the Lancaster area.

Providing quality, timely and accurate diagnostic services to patients referred from several area hospitals and physician’s offices requires fail-proof technology and a staff that can concentrate on patient care.

### Technology Needs

Steve Moyer, IT Manager and Systems Administrator for the Group, found himself overwhelmed with the daily challenge of monitoring all systems to ensure continuity and seamless operations for all locations.

He knew that consistent monitoring and automated trouble shooting was a practice fundamental to the success of his department. He found he was spending valuable hours personally monitoring the Group’s systems while also striving to attend to all of his higher level responsibilities as the manager of the technology department.

Moyer realized it was time to enlist some outside help. By hiring a professional monitoring service, he knew that his systems would be self-contained, freeing him to focus on growing departmental needs.



## Rohrerstown Diagnostic Imaging / MRI Group Case Study



### The Obvious Choice

When selecting a vendor partner to assist the Group, Moyer didn't need to look far. He decided quickly to rely on the firm he knew he could trust.

"We'd done business with integraONE in the past," says Moyer. "They have always served us well, so this partnership was the logical, practical choice."

### The Solution

Moyer worked with integraONE, to find the solution that best suited the needs of the Group. They recommended the GuardNet Managed Services program, which is integraONE's breakthrough network management and monitoring service designed for small- and mid-sized organizations. GuardNet would protect the Group's network against lost data, downtime, intrusion and more. It was the right solution to meet Moyer's goals for his department.

Moyer chose which level of service would provide the protection the Group needed while meeting budgetary demands. Moyer chose the GuardNet Pro plan, which ensures all locations' backups, server health and performance and network availability are all continually monitored. Failures and downtime are drastically reduced and operating systems—as well as key programs like Anti-Virus—are automatically kept up-to-date.

In addition, integraONE engineers are available to provide on-site routine preventative maintenance designed to keep the Group's equipment running as efficiently as possible. And – as Moyer noted, "I'm now free to work on other projects without having to worry about who is monitoring the systems."

### Simple and Effective Communication

While Moyer is managing the busy IT department for the Group's six locations, integraONE is offering a watchful eye over his systems, ready to communicate any potential technical issues. "I can use the website for my own daily checks whenever I want to," says Moyer, referring to the Group's designated NOC (network operations center), established by integraONE during implementation of the GuardNet program. The NOC is where integraONE monitors client systems and Moyer logs in to check on his systems, taking advantage of easy remote access when he is out of the office. "Also, when there is a threat, integraONE makes sure I'm alerted immediately – via text, email and a phone call," notes Moyer.

### A Great Save

Moyer remembers quickly appreciating the benefits of the GuardNet program on the day one of his servers failed. "I didn't even realize there was a failure yet when I listened to my voicemail. I was informed by integraONE that there was a problem and that they had already shipped the necessary new hardware for me." Moyer received his shipment two hours later and was able to repair the server without handling any of the logistics of the situation himself.

### A Trusted Partner

In closing, Moyer notes that he would recommend integraONE and the GuardNet Managed Services Program to any of his colleagues. "In one word, I'd describe integraONE as - reliable."

For more information on integraONE or GuardNet, please call 800-582-6399 or visit [www.integra1.net](http://www.integra1.net)  
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