

HEALTHCARE / MANAGED IT

Independent practice. Connected care.

Helping a Kansas City medical practice move from hospital-managed IT to its own supported environment.

- Network
- Microsoft 365
- Zoom Phone
- HIPAA BAA

01

Make the transition

Plan, deploy, and validate.

02

Support the practice

Maintain, secure, and support.

One partner from deployment through daily operations.

2

BUILDINGS

2

DELIVERY PHASES

1

IT PARTNER

OVERVIEW

The practice needed to establish independent infrastructure while keeping clinical workflows moving. IMSKC combined the transition with ongoing managed services, creating a documented environment the practice could operate with confidence.

01 / THE TRANSITION

Plan + deploy

Independence meant rebuilding the essentials.

The practice depended on its EHR, imaging, phones, and fax throughout the clinical day. Moving away from hospital management required coordinated changes across both buildings.

CLARITY BEFORE CUTOVER

A Statement of Work, Master Services Agreement, HIPAA Business Associate Agreement, equipment estimates, and project schedules gave leadership visibility into scope, cost, and timing.

THE NEW OPERATING ENVIRONMENT

Network	New infrastructure across both buildings replaced hospital-provided connectivity.
Email & productivity	Microsoft 365 rollout established the practice's independent productivity environment.
Phones	Zoom Phone deployment, headsets, and an extension guide supported staff communication.
Workstations	Endpoint setup and workspace-by-workspace validation prepared the environment for staff.

Outcome: independent IT infrastructure live across both buildings.

02 / CLINICAL CONTINUITY

Technology changes. Care keeps moving.

Clinical tools and communication workflows needed attention alongside the network and devices. IMSKC coordinated these dependencies through the transition.

EHR & dictation

Coordination of eClinicalWorks and Fluency Direct through the transition.

Image sharing & PACS

Coordination of Nuance PowerShare, plus PACS vendor evaluation and selection support.

Fax workflows

Migration of fax workflows to keep referrals and medical records flowing.

Practice materials

A rebuilt form library reflected the practice's own identity rather than the hospital's.

DOCUMENTATION THE PRACTICE OWNS

Deployment trackers. Operational runbooks. Installation guides. Phone and headset rosters. Workspace validation walkthroughs.

These resources became the operating foundation for ongoing support.

03 / EVERYDAY OPERATIONS

Run + support

The launch was the beginning.

The same team that established the environment now supports the people and systems that depend on it.

Predictable maintenance

Weekly Windows updates are managed through a remote monitoring platform. A standing, leadership-approved after-hours window keeps planned patching outside clinic hours.

A dedicated support contact

Staff who previously relied on the hospital help desk now have a single point of contact for network, email, phones, and workstation support, backed by the transition runbooks.

Documented security responsibilities

Managed services operate under the HIPAA Business Associate Agreement signed at kickoff. Documented, repeatable processes support the practice's security posture.

WHAT CHANGED

The practice now runs its own documented IT environment across two buildings, with one partner accountable for implementation and day-to-day support.

Planning an IT transition?

Let's talk about what comes next for your practice.

sales@imskc.com / imskc.com

Get in touch

More case studies

MANUFACTURING / CUSTOM SOFTWARE

A global customer base. A closer connection to their equipment.

A customer portal that brings equipment information online.

Read case study

TRANSPORTATION & LOGISTICS

13 data sources. One place to work with them.

An AWS and Snowflake warehouse for a 51-location business.

Read case study

SERVICES

Managed IT
Custom Software
Data & Analytics
Healthcare IT

COMPANY

About
Case Studies
Contact

CONTACT

sales@imskc.com
imskc.com
Prairie Village, Kansas