

Client:

Roper St. Francis Hospital was founded in 1850 by Colonel Thomas Roper in response to the urgent medical needs of the community. Roper Hospital has become one of the most trusted names in healthcare in the Lowcountry.

**Situation:**

Because Technology Solutions has provided Staff Augmentation services to hospitals and other healthcare organizations in the past, Roper knew to contact us. Following the request for Augmentation Services, Technology Solutions carefully matched the requirements of Roper St. Francis with our available resources. In the end the Technology Solutions staff helped Roper St. Francis manage fluctuating skill needs, skills gaps and changing staffing needs.

TSC Provided/Results:

The Staff Augmentation services provided to Roper St. Francis are as follows:

- Network monitoring of Roper St. Francis Microsoft Windows Servers, Active Directory, Exchange, etc.
- Check Backup on all servers – confirm that backups performed properly.
- Help Desk calls.
- Coordinate Communication Lines Emergencies with current provider.
- Internet Service Provider issues.
- Hardware fix-break to include workstations (PCs), servers, monitors, printers, laptops, routers, switches, etc. (labor, only).
- Workstation support for all network users running Windows 95/Windows NT and Microsoft Office/Corel WordPerfect applications, Internet applications.