iseek **CASE STUDY**

SmartClinics Family Medical Centres

Founded in 2011, SmartClinics is a growing network of modern day family medical centres delivering best practice services. One of the fastest growing groups of GP clinics in Australia, SmartClinics currently operates across South East Queensland, North Queensland and Tasmania. Their goal is to strengthen general practice through the delivery of high quality, convenient healthcare.

Understand the situation

IT Manager, Tim Goodman, says he went through a thorough and extensive research process when selecting a new WAN provider for SmartClinics. "Selecting a WAN provider took about six months," says Tim. "We wanted to make sure we got it right. We wanted to make sure contractually everyone was happy, and the numbers were going to work out for us."

SmartClinics can have more than 15 doctors in a single location. Tim explains, "If our network goes down and the doctors can't work that's a significant cost to the business. There are also negative effects on patients and their outcomes as well." Tim maintains having a network, "we can rely on is fantastic for everyone."

Historically Tim had dealt with iseek and "been impressed with their customer service." He says particularly if you ring up and you've got a problem, "you get through to someone who can help you almost instantly. Escalation processes are really easy as well."

Find a solution

Tim says after speaking with iseek they were the "only ones who came in exactly on the mark with the system requirements." SmartClinics are working towards connecting all clinics together. As a growing organisation there are many things medical centres have in common such as phone systems and internet requirements which can be consolidated.

Tim says iseek was able to supply a complete networking solution, "where SmartClinics can manage our business effectively and efficiently, which in turn also decreases costs." SmartClinics also roll out their own Propriety Practice Management System which is hosted in AWS. Network reliability is the key, Tim maintains, "iseek was able to give us a design and SLA based on almost 100% uptime."

Tim has been in IT for approximately 18 years in Australia and the UK. He says iseek's service differs greatly from other providers, "the other players are going to have to lift their standards. The difference is dramatic."

Provide results

SmartClinics began as a single medical centre location in Chermside, Brisbane but in the past three years the Group has expanded rapidly in Australia. There are currently 33 SmartClinics Family Medical Centres across Queensland and Tasmania. Tim says, "that is also one of the key drivers for working with iseek and the solution they proposed—it was very scalable. If we have 50 or 100 clinics we're not going to see any problems with the architecture."

Together iseek and SmartClinics have created a design meeting all business and technical requirements. Tim says he appreciates having discussions with iseek staff. "You can sit in a meeting with iseek sales people who understand what they're doing technically. It gives you a lot of confidence that what iseek say they will deliver is what they actually can deliver."

The sales process is efficient and technically iseek are able to solve problems quickly. Tim adds, "It's also convenient for us. We have an office 500 m from the iseek Data Centre, so if we need large amounts of data transferred we can pop over to the Data Centre to do that."

> **Whatever magic sauce iseek has, to be able to deal with other technology providers, is pretty impressive.**

Tim Goodman—IT Manager
SmartClinics Family Medical Centres
www.smartclinics.com.au