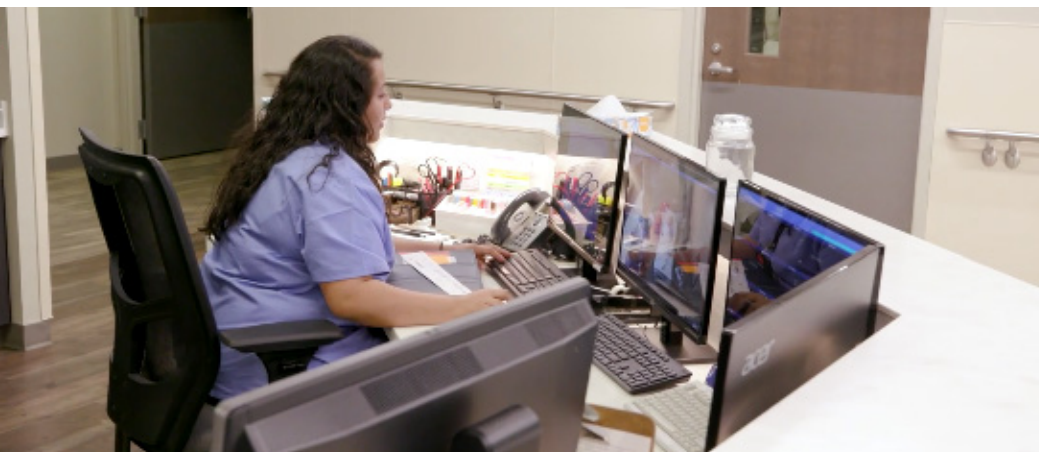


# Palo Pinto General Hospital & UBEO



## The Customer

Palo Pinto General Hospital is a rural hospital located in Mineral Wells, Texas. As a rural hospital, PPGH is responsible for the medical care of thousands of residents spread over a vast geographical area. Their team of dedicated nurses, doctors and hospital administrators work tirelessly to ensure that the needs of their patients are met. They require not only the latest in business technology, but technology that is reliable. With previous providers, their business technology would be down for 3 to 5 business days before they even saw a technician respond and the initial response was no guarantee the equipment would be back up and running. Reliability was a significant challenge for PPGH.



## The Challenge

PPGH was faced with three primary challenges:

- Extended down-time
- Endpoint Security Concerns
- Uncontrolled Printing Costs

## The Solution

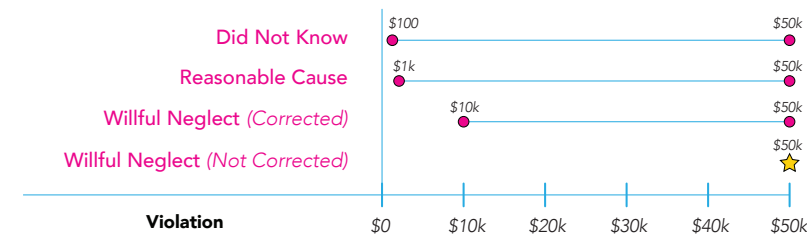
UBEO solved these challenges with a few key initiatives:

- Local Master Service Technicians
- UBEO's Premier Healthcare Endpoint Security Solution
- Print-tracking software for proactive cost control monitoring

## The Results

PPGH is now reliably HIPAA compliant and network secure. PPGH's down-time has been reduced from days to hours through proactive maintenance & print device redundancy.

## HIPAA Violation Fines



**NOTE:** An Identical Provision in the same calendar year will result in a minimum fine of \$150k.

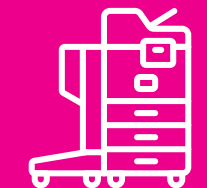
- **Local Master Service Technicians** UBEO hires only Master Service Technicians. These technicians average 15 years of experience. The benefit of hiring well trained, Master Service Technicians is that these techs get your equipment up and running faster than your average technician. They have seen it all and know the right fix every time. Our techs fix your equipment 94% of the time on the FIRST CALL.
- **UBEO's Premier Endpoint Security Solution** Endpoint security is important for every business, but it is especially important in Healthcare. Team members need access to private information to do their jobs, but this also presents a risk of violations of privacy and security. UBEO's endpoint security solution is certified for use in secure government applications and servers. This means it meets the most stringent security standards and will keep your environment secure and permit access to only those team members with the appropriate security credentials.
- **Print Tracking Software** This solution allows for implementing cost controls, applying print policies universally across your system with ease, and the ability to release print job securely from any device. Tie your company's cost control initiatives to wellness, your organizational mission and provide your team with additional tools to improve work-flow.

## Solutions Snapshot



### Local Service Techs

Don't wait days with devices down. Our Master Service Techs' first call fix rate is 94%.



### Endpoint Security

HIPAA compliance is challenging. Secure your network and avoid violations with UBEO's Endpoint Security.



### Print tracking Software

No more surprises. Reign in the last unchecked business expense with Print Tracking.