



Worry Free IT Support for Long Term Care Facilities

IT Support Assurance Solutions designed to fit your budget

Long term care facilities across our region share the same concerns about information technology: Are my email communications secure? Is my data backed up? What will I do if my EMR system goes down? How can I ensure business continuity if my system becomes unresponsive?

Healthcare facilities rely on Custom to ensure their patient data is secure and their network operation is uninterrupted.

With Complete Assurance from Custom you'll receive:

Proactive management and support of servers and infrastructure devices

- 24 x 7 monitoring identifies problems before they occur
- Device refresh, system update and replacement parts as needed with minimal impact to daily operations

Remote management and support of desktops

- Help desk support
- Remote troubleshooting and diagnosis resolves 90% of issues remotely

Cloud Email solutions

- Data encryption ensures secure transmission of prescriptions and patient information
- Secure email message storage for keyword privacy data

Cloud Backup solutions

- Store historical data in a SOC2 compliant facility
- Data is backed up and can be securely accessed and quickly restored to any location in 1/10th the time it takes with tape

On site consultative services

- IT technicians will work side by side with your staff to resolve issues
- Access to technicians who can assist with EMR upgrades or other applications specifically related to your facility

“Custom’s IT Support Assurance program really works for us.

Park East could not attract and retain a person with the high level of skills and ability of our Custom engineers.”

Sandy Iannarone
Practice Administrator
Park East Cardiovascular



Custom Computer Specialists
Right People. Right Results.®