

# CASE STUDY

## Healthcare – Skyway Behavioral Health

### SITUATION

#### Start Up Requiring Robust Infrastructure/Timely Advice

Amid a global pandemic and national mental health crisis an ambitious group of doctors and counselors had a vision to form a patient-centric company that would grow operations quickly to meet overwhelming demand in the behavioral health field.

### Client Testimonial

*Chief Operating Officer Terran Salbego understood the importance of choosing the correct technology partner. "In the summer of 2021, I began due diligence and evaluated three IT service providers. CCS Technology stood out from the pack. They took time to understand our mission and asked the right questions, which led to discussions about our values. Their vast IT experience and depth of knowledge convinced me they'd be the perfect fit to help us prepare for rapid growth."*

### CHALLENGES

- Client had moving timelines based on constant schedule changes from general contractor and other vendors.
- There wasn't a project manager from the new entity and client leadership had other operational priorities—requiring a partner that had strong internal project management.
- Procurement of the hardware ahead of schedule and under budget amidst a global chip and technology shortage.

### CCS SOLUTION

#### 1 Phase One – Strategic Planning

CCS created a custom solution for their IT infrastructure which included specification of equipment, rollout plans, design and configuration of the space, interface with other critical suppliers, and acquisition of new hardware/software.

#### 2 Phase Two – Implementation

CCS did a tiered six-month rollout. Our CTO architected all the IT infrastructure, worked with the client on governance for strict guidelines regarding patient information, deployed the right security solution, configured the hardware to user specifications, implemented training, and went live.

#### 3 Phase Three – Growth

The clinic has already expanded to an additional floor in the same building and will be opening more offices and adding team members. The client has praised CCS for instituting a custom template to ensure a seamless 3-year aggressive growth plan.

### RESULTS

- The IT infrastructure and individual workstations were procured ahead of schedule and delivered on time, ensuring that patient care was not impacted.
- CCS flexible terms and pricing allowed Skyway to have an affordable fixed budget, freeing up financial resources towards client services.
- Skyway staff has increased from 6 to 60 team members in approximately one year. This growth would not have been supported properly without the successful strategic partnership with CCS Technology Group.