

Healthcare-Centric Managed Services Support

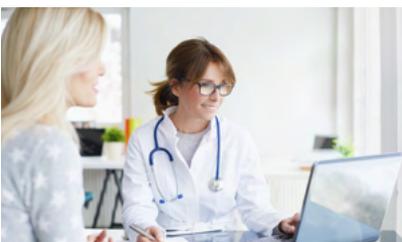
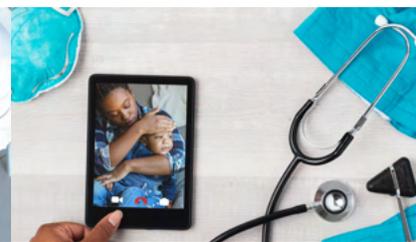
99.9% of all Managed Service Providers are Generalists. Not Us.

There's something to be said about specialization when it comes to contracting with an MSP. While every reputable provider of IT services will offer competitive pricing and 24/7 availability, few can afford to specialize in a specific industry like healthcare. And when it comes to understanding the unique workflow of a medical practice, hospital, or clinic...that industry-specific knowledge is a critical differentiator.

BaytechIT is a unique joint venture between Pixel Health (a portfolio of leading healthcare consulting and IT engineering companies) and Baystate Health (one of New England's most respected health systems). As an independently operated MSP, baytechIT clients can access the advice of the best minds in the business...healthcare industry leaders with unparalleled engineering, networking, workflow, process, and revenue cycle management experience.

At No Extra Charge.

We Get It

			
When a clinician spends more time looking into a computer screen instead of the eyes of her patient.	When the network goes down in the middle of the night and operations are forced to paper back-up.	When staff is lost in dealing with the first E/M coding changes in decades.	When a global pandemic requires a fast and economical IT solution to support telehealth.
We can help.	We know how to mobilize.	We teach.	Done that too.

IT and User Service Desk Support and Field Services

BaytechIT operates a US-based call center staffed by healthcare analysts, adept at meeting the unique and often times critical needs of the clinical environment. Field service staff is deployed as needed for on-site or remote desktop, network, and peripheral hardware support.

- ▶ Free, initial infrastructure assessment
- ▶ One fixed, monthly fee includes management, monitoring, OS system upgrades, and technical support
- ▶ Proactive remote monitoring of all key onsite components 24 hours a day, 365 days a year
- ▶ Support via live, locally based Service Desk with remote remedial capability
- ▶ Multi-disciplinary team where advanced problems are quickly routed to engineers with specific expertise for efficient resolution
- ▶ Automatic upgrades of server and workstation operating systems
- ▶ Advanced security procedures to guard against malware, ransomware, and other cyber threats

Our Promise

For us, it's all about being one of you. Everything we say and everything we do must be about becoming your IT partner. The only attitude we carry with us is gratitude. We never forget that the lifeblood of every healthcare organization is technology.

You've entrusted it to us. That's a responsibility we'll never take lightly.



For a free IT assessment email us at
info@baytechIT.com

baytechIT
Healthcare Technology. Human Perspective.