



Intellis Gets Scalable IT Solution to Support Healthy Growth

Business Environment Challenges

Hospitals and health centers are constantly striving to enhance patient care, improve documentation and maximize efficiencies. A critical piece of the puzzle is their Electronic Health Records (EHR) systems. Intellis, an e4 company, is a health information management consulting firm that contracts with hospitals and health systems to help them with documentation, coding and auditing of medical records. Intellis has been in business for 23 years, and has firsthand experience going from paper to electronic, which is why it also excels at helping companies with the same transition.

Intellis, like its healthcare clients, is growing at a rapid rate. The company employs 800 professionals and counting, all of them remote. Due to this growth and the business model, it was looking for a scalable, secure technology partner. When Intellis begins work with a hospital or health facility, numerous account managers are assigned to provide the level of service that its customers expect. This means it needs new, reliable employee laptop and monitor workstations outfitted with Microsoft 365 and cybersecurity.

Intellis gave Sharp the opportunity to perform a HIPAA/HITECH compliance assessment. During this assessment, it was discovered that its current IT vendor had lost track of the locations and quantity of laptops and other supporting equipment in the field. Intellis then stressed concern that maybe it had outgrown what its current vendor could handle both for IT Services as well as equipment supply for laptops and monitors. It was also discovered that Intellis had excessive Microsoft 365 licenses, unveiling cost savings potential.

The Challenge:

- Completely remote business model
- Rapidly growing
- Needed to keep track of equipment in the field
- Maintaining compliance

Solution:

- 360+ Dynabook laptops
- 350+ NEC monitors
- Managed Help Desk service
- Microsoft 365
- Equipment tracking dashboard



Technology Solutions

Intellis enlisted the help of Sharp to craft a full work-from-home technology kit and ordering system to get employees up and running. This solution includes Dynabook laptops, NEC desktop monitors, cybersecurity protection, Microsoft 365 licensing and help desk services. Also included is a pre-determined refresh cycle for laptops and monitors, ensuring employees always have up-to-date equipment. So far, Sharp has supplied Intellis with over 360 Dynabook laptops and 350 NEC desktop monitors. With new tracking and reporting processes, Intellis has full visibility into the location and condition of its equipment.

Proven Results

This new ordering process and the quality of the technology has given Intellis peace of mind when it comes to its ever-growing need of equipment for new employees as well as the management of equipment while offboarding.



Through a comprehensive dashboard, Intellis now has visibility into the location and status of its equipment. New employees receive their laptops and monitors outfitted with the latest security features and their Microsoft 365 logins within 24 - 48 hours of advising Sharp.

“Being able to send Sharp a message saying, ‘Hey we need 100 laptops tomorrow and here are the names of the employees’, there’s no stress anymore, we know they will get to employees in a timely manner.”

— Shawn Van Doren
Vice President of Compliance

Intellis is on a massive growth trajectory, and it doesn't plan on stopping any time soon. Sharp has given Intellis the confidence of having a national organization that can support its aggressive growth by providing them with scalable IT solutions and support.

“Sharp has made life so much easier,” said Shawn, “They have been instrumental in helping to streamline our processes, giving us confidence in knowing that our employees are properly supported.”