SENTRY
CONSULTING GROUP

Ensuring Continuity: Swift Response to Western Loudoun Pediatrics' Network Emergency

Introduction:

Western Loudoun Pediatrics, led by Dr. Wendi Morfitt M.D., plays a vital role in caring for patients from infancy to age 18 throughout Loudoun County. As their trusted IT partner, Sentry Consulting Group takes responsibility for managing the practice's computer systems, networks, cybersecurity, and risk compliance.

Problem:

Western Loudoun Pediatrics faced an unprecedented challenge one summer morning. Upon arriving at the office, staff were greeted by a distressing sight - extensive flooding due to a pipe bursting overnight. Amid a fully booked patient schedule and considerable damage to the office, the practice had to make a swift decision: temporarily relocate to a nearby building. The urgency was compounded by the need to establish the temporary space within a tight timeframe.

Solution:

Recognizing the gravity of the situation, Sentry Consulting Group sprang into action with a less than 30 minute response time. Our team swiftly devised a comprehensive plan to facilitate a seamless transition to the temporary workspace, ensuring minimal disruption to patient care.

Key components of our solution included:

Emergency Cabling: Over a weekend, our team expertly executed emergency cabling between the original office and the temporary location. This strategic move allowed Western Loudoun Pediatrics to continue using their existing Internet Service Provider, eliminating the need for set up new services.

Seamless Network Migration: The migration of both data and voice networks to the temporary space was executed flawlessly, guaranteeing uninterrupted operations during this critical transitional phase.

Results and Benefits:

Uninterrupted Patient Care: Despite two months of extensive office reconstruction and water damage restoration, Western Loudoun Pediatrics did not miss a single day of providing essential healthcare services to their patients.

Efficient Transition: Upon the completion of construction work in the damaged space, all networking equipment and infrastructure were seamlessly relocated back to their original location. This ensured a smooth transition, allowing the practice to return to their primary office without any hiccups.

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"Sentry delivers big business computer security with a small business touch. They are prompt, reliable, and well informed about my company's needs and IT security in general. They have provided services beyond my expectations, and I highly recommend them."

Dr. Wendi Morfitt M.D.