



The Science Behind a Successful MSP Partnership

Precision Analytical, Inc., founded in 2012, is a CLIA (Clinical Laboratory Improvement Amendments) certified laboratory dedicated to providing industry-leading functional hormone testing and reporting tools for healthcare providers. Their mission is to help providers better address the needs of patients with complex clinical questions.



Growing Pains

Prior to the pandemic, Precision Analytical was experiencing rapid growth. When the pandemic hit, they took the opportunity to work on ways to improve their level of service. Part of this approach included technology to optimize accessibility, communications, and support for providers. Their Director of Information Services contacted Pavelcomm for their recommendation, and it was determined that an upgrade of their overall infrastructure, including server upgrades and increased security controls, would be a good place to start.



Zero Downtime

“Pavelcomm was immediately instrumental in the process,” said Precision’s IS Director. “At the time, I was working on adding internal IT resources to tackle strategic initiatives. Leveraging Pavelcomm’s expertise allowed me to focus on those initiatives without impacting day-to-day IT responsibilities,” he added.

Ensuring employee productivity during each stage of the upgrade project was a critical component of success. Like many organizations, downtime was not an option. He and his team relied heavily on Pavelcomm’s helpdesk

functions, which ranged from password resets and streamlining new hire onboarding, to voice and data connectivity, access permissions and more.

Pavelcomm worked collaboratively with Precision Analytical to define the scope, establish objectives, estimate the timeline and resources, determine a budget, identify deliverables, and assign roles and responsibilities needed to carry out the project. The result was a smoothly executed deployment of new systems and applications with minimal impact on users.



Timeline Tactics

Pavelcomm loves a good challenge, and Precision Analytical was ready to deliver. The next phase of their plan to improve service to their customers consisted of a new shipping facility. The challenge? The move needed to be completed in 30 days’ time. Pavelcomm’s project management team immediately went to work on the details and coordination of tasks, including:

- Selecting Equipment
- Arranging and Scheduling Vendors
- Installing Network Cabling & Switches
- Establishing Internet Connectivity
- Moving and Setting Up Employee Workstations

While preparing for installation of cabling and switches, Pavelcomm tested the existing cabling to ensure all cabling meets Telecommunications Industry Association (TIA) standards. During the process, Pavelcomm discovered the pinning was incorrect in some areas. "We just assumed the decrease in performance we were experiencing was the fault of the equipment," said the IS Director. "We never imagined it would be incorrect wiring," he added. Once repaired, the equipment on network started performing more efficiently and ultimately helped to improve employee productivity.

Despite the number of moving parts and an extremely tight timeline, the project was handled expertly from start to finish. The whole team was moved over on a Friday and up and running by Monday. "This kind of move would not have been possible without the help of Pavelcomm," said the IS Director.

The move went so well that Pavelcomm was asked some months later to help with a main office expansion project, including a new server room. Pavelcomm handled connectivity of re-wiring their network and switches, installed servers and successfully moved their team into the new space in one day.

Pavelcomm's client-focused approach and company culture is what Precision Analytical appreciates most. Their relationship is such that they have full access to everyone in the Pavelcomm organization, from technicians and senior architects right up to Bonnie Pavel, the CEO. "The values and culture of our two companies just seem to align," they said. "We are both open and transparent; when things may not go according to plan, we both take ownership and work it out," they added.



The Benefits of Teamwork

Going above and beyond is part of the partnership experience for Pavelcomm, and they make every effort to support all aspects of an IT Services role. This includes needs that go beyond helpdesk support and server installations. For Precision Analytical, it meant assistance with selection and procurement of:

- **A collaborative tool** to enable document sharing and storage.
- **Multi-factor authentication** to make user accounts more secure.
- **A disaster recovery solution** to ensure business continuity in the event of a ransomware attack or power outage.
- **An emergency alert system** to communicate with employees during a natural disaster or other emergency situation.

As an IT Services company, Pavelcomm was easily able to connect them with vendors offering solutions that match their unique requirements.

Benefits of Partnering with Pavelcomm

As told to us by Precision Analytical's Director of Information Services

- "Customer First" Attitude (Looking out for our best interests)
- True Partner Relationship (Understanding what we need to be successful)
- Technology Roadmap Planning (Discussing technology options as we grow and evolve)
- Flexibility (They place an importance on minimizing disruptions)

Is it time for a new approach to your business?

Then it's time to connect with Pavelcomm. Contact us today to schedule a discovery call.

For more information about Precision Analytical, please visit their website www.dutchtest.com.

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PAVELCOMM

1640 NW 14th Ave.
Portland, OR 97209

www.pavelcomm.com
info@pavelcomm.com
503-223-5008

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