



SOLUTIONS & SUCCESS

The Inside Story

Case Study

How Managed IT Services Empowered Our Business

Company & Location	Inspire Behavioral Therapy, Cedar Park, TX
Industry	Healthcare
Number of Employees	25
Customer Base	Parents of children with Autism
Services Offered	ABA therapy for Autism
Case Study Respondent	Elizabeth Laberge, Owner, BCBA

Expert and Innovative

Managed Services at Its Best

Challenge

Communication and collaboration via email is essential to how our business runs, including the flexibility of mobile access without being on a VPN. We had difficulty getting accurate monthly schedules out—our calendars weren't synced with those being presented to our clients. It also was very hard to manage email accounts when employees left the company. We needed a specific solution that would meet our general business application needs, while also providing value to our company's mission of helping kids with Autism.

Although we had the street smarts necessary to use technology, we're not IT people, so our staff didn't have the specific skills or expertise to deal with issues or develop systems that would work best for our business. We decided managed services would be a good solution for us.

Solution

KDC IT Solutions provided a perfect solution to fit our needs. They implemented Microsoft Office365 and set up all our user's multiple devices, including improving our email communication and streamlining our access to shared calendars.

Result

With SharePoint and Office365 deployed to each of our employees, now we can effectively work on-the-go. We're experiencing 99 percent uptime and productivity has greatly increased. It seems like we're working at 110 percent efficiency in comparison to where we were.

MSP Stamp of Approval

Tech Products & Prices You Can Trust

Challenge

With no real experience in the IT space, Inspire didn't know what we were looking at in terms of technology costs. Therefore, we weren't able to budget appropriately for expenses like servers or licensing applications.

Solution

KDC has become our trusted advisor in evaluating our business needs and determining how technology could improve our operation. We can count on them to present cost-effective recommendations at the best price point.

Result

We're now able to budget annually for server maintenance, Office applications and licensing to stay on top of the growing needs of our clients.

Regulations & Compliance

Don't Go It Alone

Challenge

Being in the healthcare industry, our methods for maintaining and communicating confidential patient information is highly regulated by HIPAA. We needed technology that would streamline the process of staying compliant, which can be complicated and time-consuming.

Solution

KDC is experienced in the nuances of HIPAA, so their experts understood our challenges and moved us to a system that would simplify and error-proof our process.

Result

Thanks to support from KDC, we maintain full compliance with HIPAA regulations with minimal disruption to our staff's primary focus on healthcare.

"Managed services is a no-brainer for small businesses like ours that cannot afford to pay IT staff full time. Before partnering with KDC, the burden of any company IT challenge was on us, the owners. Now we rely on KDC's technology experts to deal with any issue 24/7, knowing they're always friendly and eager to help and will find a solution that fits our needs. KDC has shown us the valuable role technology can play in supporting our business, while giving us more time to focus on our clients."

Elizabeth Laberge, Owner, Inspire Behavioral Therapy



KDC IT Solutions provides fixed-cost, per-month managed IT services. Our services include proactive network monitoring, patch management, antivirus, backups, helpdesk, compliance, cloud solutions and on-site services for a fraction of the cost of one engineer's monthly salary.

Contact us at 855-268-77329 to find how we can grow your business—together.