

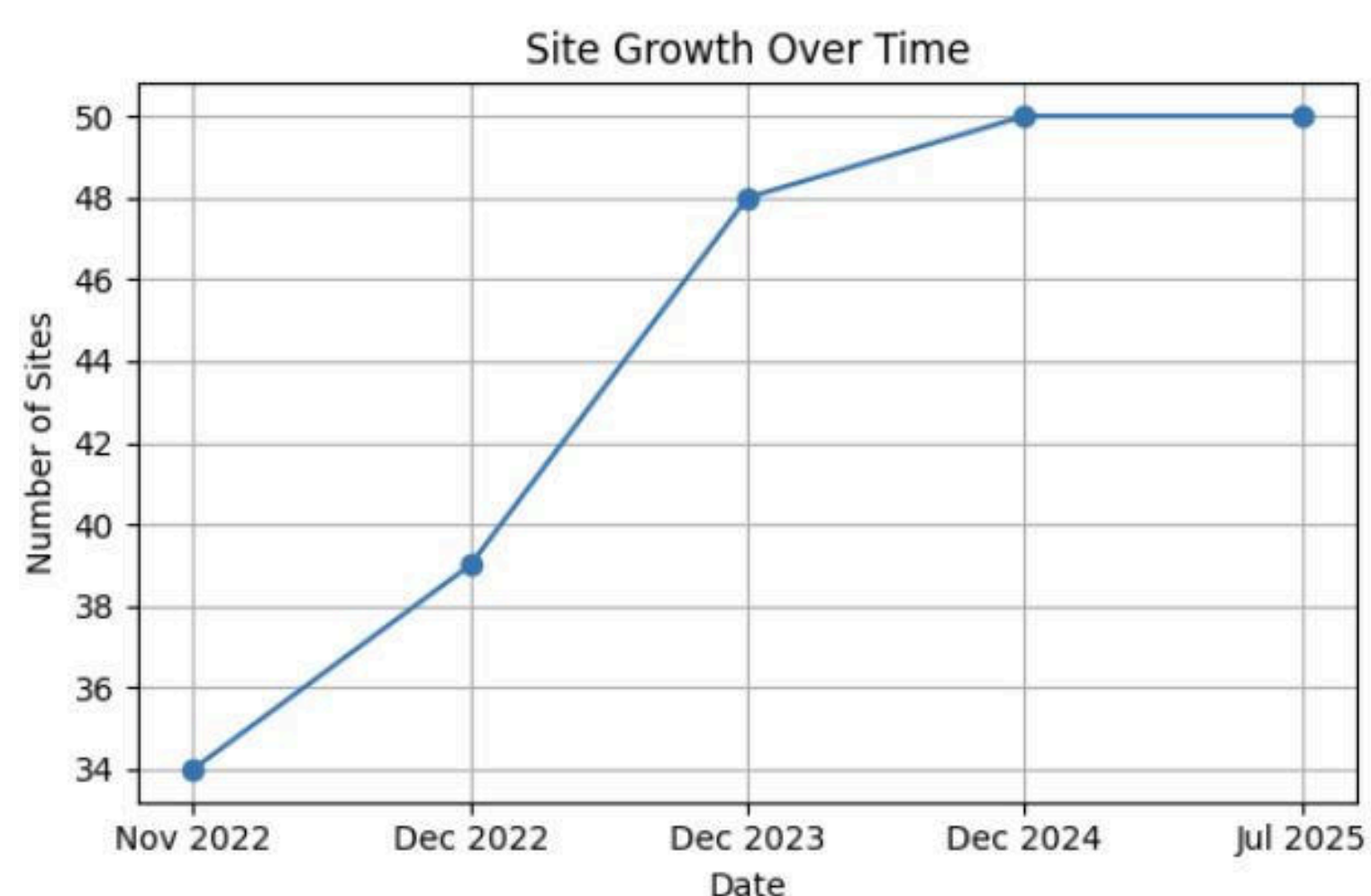


Accelerating Growth and Compliance with Protek

Client Overview: In November 2022, a rapidly growing healthcare organization partnered with Protek to support its expansion and compliance needs. The client was experiencing explosive growth and navigating HIPAA compliance at the same time.

Challenge: The client faced the dual challenge of scaling operations across multiple sites while working towards HIPAA compliance and IT budget discipline.

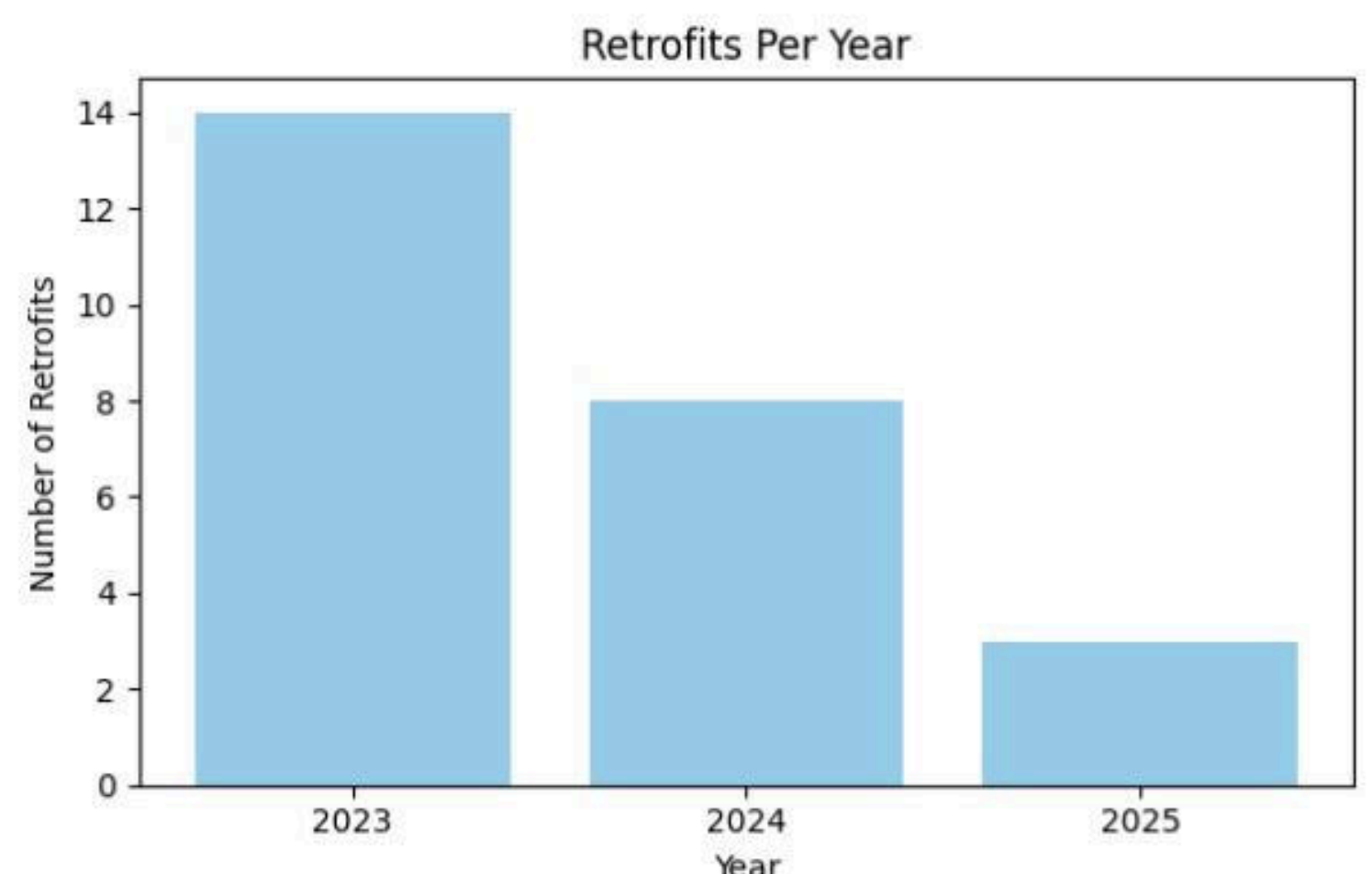
Site Growth Timeline: Number Of Sites / Growth Over Time



IT retrofits were essential for keeping up with the client's growth and compliance needs. Protek updated existing sites to meet IT and regulatory standards and developed an IT asset inventory enabling secure technology integration with minimal disruption and standardization.

With each new location, the client required:

- Rapid site deployment – little to no downtime
- Standardized infrastructure
- Full hardware and software inventory
- HIPAA-compliant data security ie. Port management – unable to access network unless authorized.
- Predictable IT budgeting
- Power Management



Protek's Solution

1. Streamlined Site Launches

Protek designed a uniform rack setup for all new locations. This plug-and-play infrastructure allowed new sites to come online quickly and efficiently, minimizing downtime and ensuring consistency across the organization.

2. Full Hardware & Software Inventory

Protek implemented a centralized inventory system tracking device name, IP, SIN, hardware, and location. This gives the client real-time visibility into all hardware and software assets. This improved lifecycle management, reduced waste, and supported compliance audits.

3. HIPAA Compliance

Protek accelerated the client's HIPAA compliance through:

- Encrypted data storage and transmission
- Role-based access controls
- Regular security audits and vulnerability assessments
- Port management
- Network Segmentation
- HIPAA Portal to track
- Training Platform
- Hardware inventory

4. Ongoing Budget Management

Protek provided predictable, transparent IT budgeting, helping the client plan for growth while minimizing financial surprises. This included:

- Quarterly budget reviews
- Forecasting for hardware refresh cycles
- Scalable licensing models
- ROI reports on new technology or technology changes

Results

- Seamless expansion to multiple new locations
- Consistent IT infrastructure across all sites
- Improved security posture and HIPAA readiness
- Controlled IT costs despite rapid business growth

Conclusion

Protek's proactive approach enabled the client to scale confidently and maintain operational efficiency. With a trusted partner managing their IT, the client is now positioned for continued growth and innovation.



Beehive Brick and Stone Stays Productive With Rapid IT Support

Protek keeps this specialty building supplier connected without the wait.

CLIENT: Beehive Brick and Stone



LOCATION: Sandy, Utah

INDUSTRY: Retail building materials and garden supplies

SERVICES: Brick, manufactured stone, natural stone, pavers, hardscape tools, showroom, and delivery support

Executive Summary

Beehive Brick and Stone needed reliable IT support that responded fast and treated every issue with care. Protek delivered consistent help from a team known for respect, patience, and technical know-how.

Challenges

- Needed a responsive partner who answered calls directly
- Wanted respectful support that didn't dismiss smaller issues
- Valued long-term consistency with familiar staff and helpful communication
- Required help desk support for both hardware and software problems

Protek's Approach

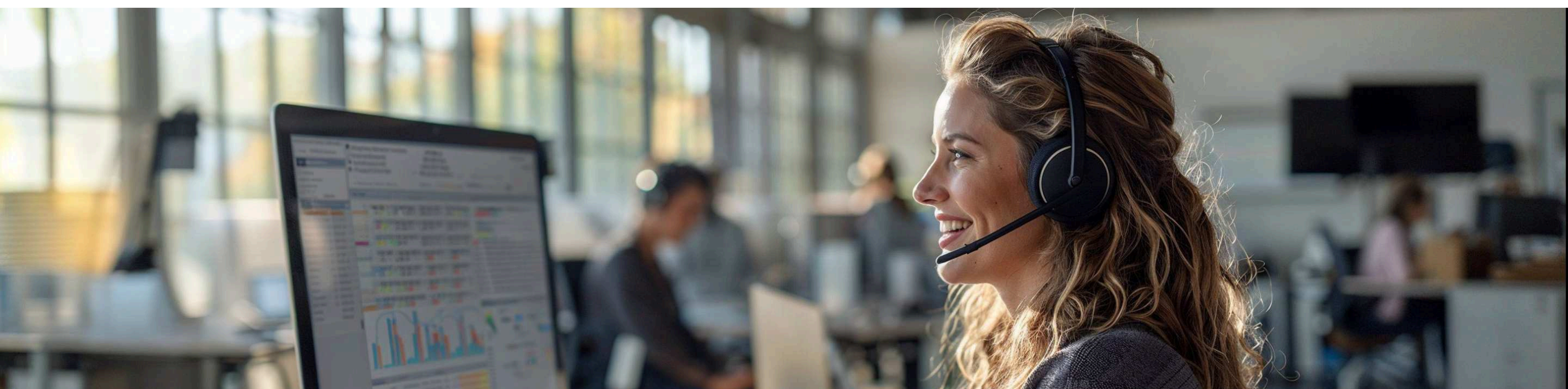
Protek delivered a dedicated support experience focused on accessibility and respect at every level of the company.

Key Actions

- Answered calls live, reducing the need for callbacks
- Built trust by resolving a wide range of technical issues
- Maintained a helpful, kind attitude

Solutions

- Support remained consistent and accessible across all departments
- Staff treated every issue with equal importance
- Response time stayed quick, even during busy periods



The Results

- Beehive Brick and Stone staff reached tech support on the first call nearly every time
- Protek became a trusted partner over a 9-year relationship
- The business stayed productive with dependable help for both simple and complex issues

Looking for an IT support team that always picks up the phone?

Protek delivers responsive, respectful IT helpdesk services from real people who solve real problems.
[Contact us](#) today.

CLIENT TESTIMONIAL



I have worked with **Protek Support** now for the last 9 years and have found them to always treat me with kindness and respect. No matter how simple or complex my computer hardware or software issues have been. From the receptionist to the techs, I have only the very best to say about them. I have been very lucky that almost every time I call in I can reach one of the techs without even a call back. My experience has been nothing but the absolute very best.
Thanks **Protek** for all your support.

Alan Kirk



[Reach Out Today](#)

