

CASE STUDY - HEALTHCARE INDUSTRY

Two Decades of Reliable Multi-Site IT Support for Pharmacies and Fitness Centers

As the business expanded from pharmacies to fitness centers, InfoTECH Solutions delivered responsive IT and security support.

Executive Summary

When this healthcare business began opening pharmacies, leadership needed dependable IT and security support that could keep pace across multiple locations. InfoTECH Solutions became the long-term partner, handling all IT and security for 10 pharmacies and later supporting two fitness centers. Nearly 20 years later, the relationship remains defined by responsive service, fair pricing, and lasting trust.

Challenges

- Opening new pharmacy locations created pressure to keep IT dependable and consistent across every site.
- Managing IT and security across a growing multi-site business demanded a trusted long-term partner.
- The business needed fast issue resolution to avoid disruptions across pharmacy and fitness operations.
- As operations evolved, leadership needed IT support that could continue across different business lines.
- Leadership needed predictable support value while maintaining reliable day-to-day coverage across locations.

Solutions

- A single outsourced IT partner supported day-to-day operations across multiple business locations.
- Integrated IT and security oversight gave leadership one accountable team for critical support needs.
- Multi-site coverage created a more consistent support experience as the organization expanded.
- Responsive service delivery helped the business address issues quickly and maintain operational continuity.
- A scalable support relationship adapted from pharmacies to fitness centers without changing providers.

InfoTECH’s Approach

Key Actions

- Partnered with the client early as new pharmacy locations opened, providing ongoing support from the start.
- Managed all IT and security needs across 10 pharmacy locations under a single trusted provider relationship.
- Delivered responsive issue support to keep staff productive and resolve problems quickly across locations.
- Extended the same support model to the client's two fitness centers as the business portfolio evolved.
- Maintained long-term service continuity with pricing the client viewed as fair and aligned to the market.

Results

- The client has trusted InfoTECH Solutions for almost 20 years, demonstrating lasting confidence in the partnership.
- InfoTECH Solutions successfully supported all IT and security needs across 10 pharmacies the client owned.
- That trust continued as the provider now manages IT for the client's two fitness centers as well.
- Consistently quick replies to issues gave the client confidence that support would be there when needed.
- The client describes pricing as fair to the IT market and gives InfoTECH Solutions a strong recommendation.

Build a More Reliable IT Partnership

Get responsive support and security guidance that can scale with your locations and long-term business goals.

[Get Help Now](#)

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"I've been using InfoTECH Solutions as my IT company for almost 20 years now. I started with them when I began opening pharmacies over 20 years ago. They have handled all my IT and security for all 10 pharmacies I owned and now also do all the IT for my 2 fitness centers. They have always been quick to reply to issues, and pricing is fair to the IT market. I highly recommend them."

Wes David