

CASE STUDY | 2023

Kode Health

Managed Services | Desktop Services Migration

Customer

KODE Health connects healthcare providers to medical coding professionals. They provide multiple ways for providers to interface with coders and a simple way for coders to choose their schedules.

Challenge

KODE Health has been quickly expanding its client base. To support this growth, they needed an IT services provider they could count on to provide desktop services and support and maintain their desktops' security posture. KODE Health is a remote-first company with employees dispersed geographically.

Solution

The solution was to transition the delivery of desktop support services from the incumbent provider to the Dewpoint Managed Services.

KODE Health chose Dewpoint because they needed a trusted partner to apply the latest patches, especially security-related ones. Being in the health coding industry, security is the top priority for KODE Health and its clients.

Results

The Dewpoint team started the project on February 23rd and switched KODE Health to Dewpoint Managed Services on April 1st.

The transition scope included 50 Apple devices and 40 Windows desktops. The project required the Dewpoint team to work with the incumbent service provider and the client to successfully transition the existing Microsoft O365 license to Dewpoint support. The team tactfully coordinated with the incumbent, ensuring a smooth transition experience for the client.