

HOMETOWN Health Center

A Trusted IT Partnership Built for What Comes Next



CASE STUDY | FULLY MANAGED IT SUPPORT

THE OUTCOME

A seamless transition to Dirigo's managed IT support, a six-server migration to Microsoft Azure completed in 2-3 weeks, more than \$10,000 in additional monthly costs avoided, and no disruption to HHC end users.

At a Glance

Client	HOMETOWN Health Center
Primary Contact	Robin Winslow, CEO
Service	Fully Managed IT Support
Employees Supported	Approximately 70
Critical Migration	6 servers to Microsoft Azure
Migration Timeline	2-3 weeks
Cost Avoidance	More than \$10,000 in additional monthly costs
End-User Disruption	None
Dirigo Contacts	Nick Knowlton and Israel Roy
Core Value in Action	People First

Technology got you down?**BOOK A FREE CONSULTATION**

DirigoTechnology.com

HOMETOWN Health Center is a Federally Qualified Health Center, in central rural Maine, that offers medical services, dental services, behavioral health services, a sliding-fee scale for payment that is based on what the patient can afford, prescription assistance programs, and much more.

The Client

HOMETOWN Health Center (HHC) is a growing healthcare organization with approximately 70 employees and a newly constructed 50,000-square-foot facility. As the organization grew, so did the importance of having reliable technology and a clear, accountable IT partner.

Dirigo Technology's relationship with HHC spans nearly 20 years. CEO Robin Winslow has longstanding relationships with several members of the Dirigo team, including Nick Knowlton, Mike Pratt and Israel Roy. That history created a strong foundation of trust even before Dirigo became HHC's managed IT provider.

The Challenge

The year before engaging Dirigo, HHC conducted an RFP to evaluate its IT services and determine the right support model for the organization. Dirigo participated in that process, and while HHC ultimately moved forward with another provider at the time, the longstanding relationship between Robin and the Dirigo team remained strong.

As HHC continued to grow and prepared to move into its new 50,000-square-foot facility, its technology needs became increasingly complex. Robin recognized that the organization needed a more comprehensive managed IT approach - one that could provide clear accountability, proactive support, and ongoing technology leadership.

Technology issues were becoming increasingly visible. Server rooms needed attention, patch management needed improvement, responsibilities across multiple technology providers were unclear, and employees did not always know who to contact when they needed help.

HHC also had a separate third party supporting its NextGen EMR environment, adding another layer of coordination to an already complex technology environment.

"I need help"

Robin Winslow

When Robin determined it was time for a different approach, she reached out to Nick Knowlton and Israel Roy at Dirigo. Dirigo responded the same day.

A Single Point of Accountability

Nick and Israel met with Robin to assess the situation and quickly identified the larger issue: HHC did not simply need another company providing pieces of IT support. It needed a true managed service provider willing to take responsibility for the technology environment as a whole.

"We will be your contact. We will manage your technology."

That meant giving HHC's approximately 70 employees a clear place to turn for support while Dirigo handled the coordination, infrastructure, vendors, and technical details behind the scenes. The goal was to make technology easier for Robin and her team - not give them another vendor relationship they had to manage themselves.

The Unexpected Deadline

As Dirigo began its standard onboarding process, the team uncovered an immediate challenge: six servers needed to be migrated from a private data center into Microsoft Azure, and HHC had only two to three weeks to complete the migration.

Missing the deadline would have resulted in more than \$10,000 in additional monthly costs.

Dirigo needed to simultaneously onboard a new managed IT client, understand an unfamiliar environment, work through communication gaps with existing providers, design the Azure environment, and safely migrate six production servers - all without disrupting HHC staff or operations.

The team quickly developed a migration plan, established responsibilities, coordinated the necessary resources, and went to work.

The Result

The six-server Azure migration was completed successfully within the required timeline. Just as importantly, HHC now has clarity around who owns its technology and where employees should turn for support.

>\$10K	6	0	~70
additional monthly costs avoided	servers migrated to Microsoft Azure	end-user disruptions	employees transitioned to fully managed IT support

With onboarding complete, Israel serves as HHC's primary Client Advisor and has already identified several opportunities to improve the organization's infrastructure. Those recommendations have been presented to Robin as the beginning of an ongoing technology roadmap focused on improving reliability, simplifying the environment, and controlling costs.

More Than an IT Project

The HOMETOWN Health Center story is about more than migrating servers or taking over a help desk. It demonstrates what Dirigo Technology's People First core value looks like in practice.

When Robin said she needed help, our first response was not a proposal or a ticket. It was to show up. From there, our team took ownership. We built a plan, worked through the complexities of multiple vendors and an unfamiliar environment, executed a critical migration under a tight deadline, and made the transition as seamless as possible for HHC's employees.

Nearly 20 years of relationships created the trust that brought HHC and Dirigo together. Delivering when it mattered is how we intend to keep earning that trust. Today, HOMETOWN Health Center has more than an IT support company. They have a technology partner responsible for helping their organization move forward with confidence.

The way IT should be!

In Their Words

"Having known Nick Knowlton, Mike Pratt and Israel Roy for many years, I already knew the kind of people they were and the way they approached their clients. When I reached out and said, 'I need help,' they were here that same day. They listened to what we were dealing with, put together a plan, and immediately started taking ownership.

What has made the biggest difference is knowing that we do not have to figure out who to call anymore. Nick, Mike, Israel, and the Dirigo team are our technology partner. They know our organization, they understand what we are trying to accomplish, and we trust them to take care of us.

The transition happened during an incredibly busy time for HOMETOWN Health Center, including a major server migration with a very tight deadline. Dirigo handled it without disrupting our staff and helped us avoid significant additional costs. It feels good to finally have a technology team we know, trust, and can count on."

Robin Winslow, CEO | HOMETOWN Health Center

"HOMETOWN Health Center is exactly the kind of partnership that means a lot to us. We have known Robin and the HHC team for many years, so when she called and said she needed help, there was no hesitation - we showed up.

From day one, our goal was to take the weight of technology off their shoulders. That meant giving their staff one team to call, taking ownership of the issues that needed to be addressed, and building a plan not just for today, but for where HHC is going next.

We are proud of what our team accomplished during the transition, especially under such a tight timeline, but we are even more excited about what comes next. This is a long-term partnership built on trust, and we are looking forward to helping Robin and her team continue to grow with technology they can rely on."

Nick Knowlton & Israel Roy | Dirigo Technology

Technology got you down?

BOOK A FREE CONSULTATION

DirigoTechnology.com

The way IT should be!