

Case Study

Client: Local Healthcare District

Industry: Local Government, Special District

Synopsis

This local healthcare district came to Golden Hills IT through a trusted referral. At the time, they were locked into a contract with another managed services provider (MSP) but were deeply dissatisfied. Despite paying for “fully managed” IT, they were being billed extra for nearly every support request at a three-hour minimum, causing their \$1,800 monthly fee to regularly balloon to \$5,000 or more.

In addition to the cost issues, ongoing errors in their Microsoft 365 configuration were damaging their email deliverability and undermining the professionalism of the organization. Slow remote access to their data and outdated communication systems added daily frustration.

Challenges

The district’s technology environment suffered from:

- Excessive Costs – Support overages that multiplied their monthly bill and created financial unpredictability.
- Ongoing IT Errors – Persistent Microsoft 365 misconfigurations from the previous provider, affecting email reliability and the organization’s public image.
- Slow, Frustrating Access – Core data was hosted on a remote server that staff had to log into, but performance was painfully slow despite having gigabit internet.
- Outdated Communication Tools – An aging phone system that was expensive, unreliable, and poorly supported.
- Unnecessary Vendor Costs – A managed print service with rates well above market value.
- Operational Disruption Risk – Contract disputes with the previous MSP, which slowed down resolution and created uncertainty about when issues could be fixed.

The result was a leadership team frustrated by poor service, unpredictable costs, and daily technology hurdles that hindered productivity.

Golden Hills IT Solution

We began by coordinating directly with the previous MSP, navigating contractual roadblocks and delays while ensuring the client’s data was protected. Critical files were backed up and placed under the district’s control so operations could continue without risk.

Once the contract dispute was resolved, we took over system administration and immediately addressed the long-standing Microsoft 365 issues, restoring proper email deliverability and the professional appearance of all communications.

During this transition, we also supported the district through a physical office move, ensuring their systems came online smoothly in the new space without loss of productivity.

Our modernization and stabilization efforts included:

- **Stable, Predictable Billing** – Eliminated costly overages by providing truly comprehensive managed IT services under a consistent monthly rate.
- **Modern, Reliable Infrastructure** – Upgraded all network hardware and devices for speed, reliability, and long-term serviceability.
- **Cost-Effective Vendor Solutions** – Moved the district to a new managed print provider, reducing costs substantially; implemented a modern VOIP phone system with better equipment, improved customer service, and lower monthly fees.
- **Seamless Service Expansion** – Set up and secured a network for a secondary district location to support growth and flexibility.
- **Comprehensive Protection & Support** – Delivered our standard managed services package including 24/7 monitoring, layered cybersecurity, user awareness training, and vCISO guidance.

Results

Today, the district benefits from:

- Stable IT costs without surprise bills or unpredictable overages.
- Professional, reliable communication with properly configured Microsoft 365 systems.
- Fast, efficient operations thanks to modernized devices and network upgrades.
- Improved vendor relationships with lower printing and phone system costs paired with better service.
- Stronger security and oversight through continuous monitoring, cybersecurity protections, and strategic IT guidance.

By removing the financial unpredictability, fixing long-standing technology problems, and delivering modern, reliable tools, Golden Hills IT has given this healthcare district peace of mind and the freedom to focus on serving their community without being held back by their IT.



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