

From Uncertainty to Control: How Valley ENT Gained IT Visibility and Trust

Case Study: Valley ENT | Arizona | 60+ Providers | 15+ Locations

Valley ENT is one of Arizona's largest ENT practices, operating across more than 15 locations.

After four MSP relationships in five years, CEO Greg Robinson faced outdated systems, weak reporting, and stalled IT projects.

“This isn’t a PE-backed group with a blank check. We’re a clinical organization that can’t afford downtime.”

– **Greg Robinson, CEO**

A neglected server and years of delayed cloud migration led Greg to bring in Focus Solutions for a full infrastructure and security assessment.

“That assessment was very, very valuable... I have to be comfortable that I have an infrastructure I can trust.”

– Greg Robinson

Client: Valley ENT

Size: 60+ providers, 276+ users

EHR/PM System: eClinical Works

Challenge: 4 MSPs in 5 years, aging systems, cloud migration failure

Solution: Infrastructure and security assessment, on-site support

Results: Improved visibility, executive communication, prioritized risk

- Focus deployed engineers in Arizona and embedded leadership on-site
- Provided in-person support during the critical transition window
- Built trust through presence and follow-through

“John said, ‘I’ll post up and be there as long as you need me.’ And he was.”

– **Greg Robinson**

- Outdated legacy systems
- Inconsistent cloud migration efforts
- Limited visibility at the executive level
- Minimized infrastructure risks

- Leadership visibility into project progress
- Clear Windows 11 upgrade status
- Collaborative engineering support
- Strategic alignment between leadership and IT

“I’ve taken a little more active involvement because I wanted to make sure Focus had my support. Now I know a lot more than I did before.”

– **Greg Robinson**

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“I’ve been through four MSPs in five years. What I wanted was a handshake and someone who does what they say they’re going to do. That’s Focus.”



Ready to get control of your infrastructure?

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