

# Turning IT Headaches Into a Secure, Scalable Infrastructure for Urology Specialists of the Carolinas

See what's hiding in your network  
[Schedule your infrastructure assessment today](#)



*"There weren't any proactive solutions with our previous MSP. When we would have issues, it was a lot of band-aids. We needed someone who knew what the healthcare field entailed and benefited us."*

Stephanie Santos  
Operations Services Coordinator,  
Urology Specialists of the Carolinas

## ABOUT UROLOGY SPECIALISTS OF THE CAROLINAS

Urology Specialists of the Carolinas (USOC) is a large, multi-site practice with 35+ providers across 8 locations.

As the team scaled, legacy IT systems had to evolve into a more secure, scalable, and healthcare-ready solution. But with no clear documentation and no security protocols, leadership decided to bring in Stephanie to oversee operational clarity.

The moment she stepped in, she realized a change was needed to take control of their infrastructure, especially since she's the first point of contact.

## BEFORE FOCUS SOLUTIONS

A past problem USOC had experienced was that MSPs were unfamiliar with healthcare's unique regulatory needs, which led to critical vulnerabilities in the system.

On top of that, growing frustration was building internally that Stephanie Santos had to mitigate over and over again.

*"There was no active cleanup of our system. Nothing."*

USOC realized these issues with their previous MSP needed to be addressed (and fast):

- Disconnected IT environments across an MSP, with no clear documentation
- Manual troubleshooting across 8 locations
- Centralized ticket system that lacked a strong follow-up and communication structure
- Zero ModMed EMR expertise
- Long delays in ticket resolution

## AFTER FOCUS SOLUTIONS

Focus Solutions stepped in with an infrastructure assessment that changed how everything was seen and felt throughout every operation.

One of the most notable ways was being able to produce fast turnaround times, swift responses, and consistent follow-ups.

To an even greater degree, Focus Solution was able to resolve issues with greater speed and efficiency. There were consistent check-ins, added notes, and ultimately, clear communication of progress, making the system reliable without the need to track tickets separately.

It made Stephanie and her team feel like they made the perfect choice with Focus Solutions:

*“They assessed how many devices we had. They looked at our servers... how many users, how many devices, how many servers, and the age of our equipment.” - Stephanie Santos*

Here’s how Focus Solutions helped in the first 30 days:

- Every endpoint and server was scanned
- Device control was centralized
- Legacy access and unknown accounts were removed
- Security gaps were prioritized for remediation

*“I can’t say anything better about them. Focus Solutions put us at ease, kept giving us resources, and they were a great choice for us.”*

Stephanie Santos  
Operations Services Coordinator,  
Urology Specialists of the Carolinas

## KEY RESULTS

- Faster turnaround times, responsiveness, and consistent follow-ups
- All assets (endpoints, servers, users) are documented
- Reduced downtime across all clinical locations
- Implemented a program that scanned systems for risks

