

Brinker Information Systems

Brinker Information Systems saves while improving service using Egnyte

Brinker Information Systems is a 22-year-old healthcare service organization based in Minnesota. They help local clinics and hospitals by transcribing medical reports. A doctor will read an x-ray, report, or CT scan and dictate the results. The dictations are then sent to Brinker where they type them up and send them to the facilities and patients that need them.

Opportunity: Increase efficiency

For years Brinker had been using their own file servers that were housed in a nearby storage facility. After dictating reports, doctors would VPN into the server to deliver the files. The transcriptionists would access those files, type up the reports, and send them to the hospitals. VPN took time and owning equipment was costly and unreliable. Karyn Brinker, the owner, wanted to simplify the sharing process while maintaining HIPAA compliance and security.



“Egnyte provides a service that helps businesses like me maintain compliance with records retention policies. I was skeptical about cloud computing at first, but this service continually holds its value.

- Karyn Brinker, Owner

Challenge: Provide an easy to use, reliable solution

Karyn wanted to provide easy access to files and their physical servers were proving problematic. At times, the storage facility would run updates or lose power leaving important medical records inaccessible by Brinker and the hospitals. They were at the mercy of the storage facility’s sporadic schedule. Additionally, they received bills every time maintenance was performed at the facility.

One Saturday she reached a breaking point. The servers were down again and Karyn could not reach the facility owner. A hospital two hours away needed to send over dictations for immediate transcription, but with the servers down there was no secure way to do this. Unreliable servers were putting the business in jeopardy yet again and Karyn needed a solution immediately. She did a quick Internet search and found Egnyte, a secure, HIPAA compliant, file sharing service.

Solution: Secure and reliable access to files via Egnyte

Karyn signed up for a free trial of Egnyte and was able to set up 50% of her business in just 2 days. By the end of 1 week, her whole business was up and running on Egnyte. She was nervous to notify her customers about the switch and was afraid she would lose some business. However, the customers were ecstatic to try something different that would provide the reliability, security and accessibility they needed. It took each hospital less than 30 minutes to get connected and set up on Egnyte.

Overall Egnyte dramatically increased the quality of service Brinker was able to provide to their customers. After switching to Egnyte, they saw a cost savings of about \$300 a month. Karyn is now able to do all of the IT work herself. She can set up users, organize the folder structure and assist customers in getting set up on Egnyte.

“This was a huge blessing. The budget went down and my quality of service went up. I could not be happier with Egnyte.”

TAKE THE NEXT STEP

Over 1 Billion files are shared daily by businesses using Egnyte. Egnyte provides the speed and security of local storage with the accessibility of the cloud. Users can easily store, share, access and backup files, while IT has the centralized administration and control to enforce business policies. Egnyte, founded in 2007, is based in Mountain View, California and is a privately held company backed by venture capital firms Google Ventures, Kleiner Perkins Caufield & Byers, Floodgate Fund, and Polaris Venture Partners. For more information, please visit www.egnyte.com or call 1-877-7EGNYTE.