

How HOCS Consulting Transformed IT Efficiency for The Grand Healthcare

Case Study

Organization: The Grand Healthcare

Location(s): New York

Industry: Healthcare

Services Offered: Rehabilitation and Skilled Nursing Provider

See how HOCS Consulting's comprehensive IT solutions and ongoing support have helped The Grand Healthcare integrate new facilities and maintain high operational standards.

Background

The Grand Healthcare is a leading network of rehabilitation and nursing facilities, dedicated to delivering exceptional care in environments that feel like home. From the outset, The Grand Healthcare has prioritized community integration and personalized care, ensuring that every resident enjoys both comfort and world-class medical support.

Since their founding, [The Grand Healthcare](#) has trusted HOCS Consulting to handle their IT needs. Our partnership has played a big role in their growth, allowing them to expand confidently, knowing that their technology infrastructure is in expert hands.

The Challenge

Even with a strong foundation in place, The Grand Healthcare's continued expansion brought new challenges. Every time they added a new facility, we needed to ensure a smooth integration of IT systems. This included everything from migrating email platforms to setting up network configurations that could support a new location's needs from day one.

In addition to these larger projects, the day-to-day IT demands for existing facilities were constant. Tasks like setting up internet connections, [troubleshooting](#) issues and managing support tickets required ongoing attention. Given the time-sensitive nature of healthcare services, minimizing downtime and ensuring system reliability were paramount.



We've relied on HOCS Consulting from the beginning, and as we've grown, they've consistently met our needs," says Yehuda Gold, a representative from The Grand Healthcare.

Yehuda Gold
Representative from The Grand Healthcare



The Solution

From the start, our approach has been to deliver proactive, customized IT solutions that grow with The Grand Healthcare. We tailor our services to meet their specific needs and adapt as their network of facilities expands.

For each new facility, we take charge of the entire [IT management](#) process. This includes migrating email platforms, setting up secure and reliable networks, and ensuring that all systems are operational as soon as the facility opens its doors. We also manage Wi-Fi mapping and router configurations to guarantee strong, consistent connectivity across each location.

Beyond these large-scale integrations, we provide ongoing, day-to-day IT support. Whether it's resetting passwords, managing user accounts or addressing hardware issues, our team is always ready to step in. For issues requiring immediate attention, we dispatch technicians on-site to ensure quick resolutions and minimal disruption.

The Impact

Our long-standing partnership with The Grand Healthcare has significantly streamlined their operational efficiency. By handling their IT needs, we've allowed them to avoid the high costs and logistical challenges of maintaining an in-house IT team. This has meant they can focus their resources on providing the exceptional care their residents deserve.



HOCS Consulting has been with us from the start. They understand our industry and our needs, and their support has been crucial from an operational standpoint," Yehuda said.

Our responsiveness and reliability are the cornerstones of our relationship. As The Grand Healthcare has grown, we've adapted our services to meet their needs. For example, we reorganized our internal teams to prioritize urgent requests, ensuring quicker resolutions for smaller issues that could otherwise cause delays.

A Strong Partnership

What sets our partnership with The Grand Healthcare apart is the trust and personal connection we've built over the years. The owners of The Grand Healthcare know us well, and this familiarity has resulted in a strong, collaborative relationship.



The personal connection we have with HOCS Consulting really makes a difference. They offer a truly personal touch that makes all the difference. If they're in the area, they always stop by and say hello, and that level of customer service and effort is what sets them apart", Yehuda said.

Looking Ahead

As The Grand Healthcare continues to grow, we're committed to being their IT partner every step of the way. We're excited about the future projects we'll be taking on together and look forward to continuing our positive relationship.

Yahuda said, "HOCS Consulting has made a real difference for us. We would absolutely recommend them to other businesses looking for reliable, personal IT support."



Conclusion

Our partnership with The Grand Healthcare highlights the value of having a dedicated IT partner. From smooth integrations to responsive support, we've ensured their focus remains on delivering exceptional care. As they continue to expand, we're proud to stand by them. If your business needs reliable IT support, [contact HOCS Consulting](#) today to see how we can help you succeed.

