

*"The familiarity is priceless. With our previous local provider, there was constant turnover and abrupt change. Someone would finally get to know our company, and then someone new would come in and have to learn everything from scratch. When I call the CTG support team, they answer saying "Hi, Deb!"*

Debra Stevens, Trumbull-Mahoning Medical Group



**CORPORATE  
TECHNOLOGIES  
GROUP**



## About TMMG:

**Locations:** Cortland, Austintown, and Boardman, Ohio

**Mission:** A group of 15 primary care physicians including Internal Medicine and Family Practice with a mission to provide high quality, cost-effective, compassionate health care to all our patients.

**Website:**  
<http://www.trumbullmahoning.com>

## The CTG Advantage

### Unbeatable Experience

CTG has been in business for over 15 years, having 100 years of experience collectively between the employees

### Diversified Portfolio

We offer a complete portfolio of products and services including both WAN and LAN solutions and Application/System Solutions

### Superior Customer Support Group

Our friendly Customer Support Group can be directly accessed by clients, and our high employee retention rate, are both crucial reasons why our service is award winning.

### CTG Network Analytics

Today's businesses are critically dependent on predictable network performance. CTG offers clients the ability to identify and fix network bottlenecks and congestion areas.

## 3 Requirements for a Medical Practice's Voice and Data Network: Security. Performance. Reliability.

Trumbull-Mahoning Medical Group (TMMG) has been serving the Mahoning Valley's healthcare needs since 1981. They had used local providers for their networks at their three locations. Due to changes in healthcare laws, coupled with the constant and abrupt turnover of support staff from their current provider, TMMG had to make some changes to their design.

The consistently slow speeds and frequent outages of their current network did not help matters. "When you have a room full of patients, you shouldn't have to wait on a computer," recalls Debra Stevens of TMMG.

CTG was able to work with TMMG to uncover exactly what they needed, and address their 3 concerns:

1. **Security:** To further comply with HIPPA laws, CTG was able to transition their 2 remote locations to a private network at a reasonable project cost.
2. **Performance:** Ever since changing over, TMMG has not had a single complaint of slowness, and network outages that plagued their remote locations before are now a thing of the past. The transition process was seamless to TMMG and their staff.
3. **Reliability:** If there is a problem, TMMG just calls CTG, and they receive help right away. No playing of phone tag or waiting through automated messages. The CTG support person knows their name and understands their network.

After implementation, there was a 10%-15% increase in the monthly cost of their network infrastructure, which was lower than anticipated given the improvements and security enhancements TMMG was required to make. However, they easily made the money up in different areas. For example, their employees are far more productive with the increased speed and reliability. Also, they have eliminated the hourly charges their previous provider heaped upon them with every outage and issue that had to be fixed.

Most importantly, there is a trust factor with CTG that TMMG didn't have before: Great response time, familiarity with the company and their network, and the ability to provide a solution tailored to TMMG's needs.



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