

CASE STUDY

S P E A R
PHYSICAL THERAPY

SPEAR PHYSICAL THERAPY, LLC

SPEAR Physical Therapy is an award-winning NYC-based physical therapy practice with 20 locations. Co-founded in 1999 by two friends and grad school classmates with the goal of creating a unique patient experience, SPEAR has rapidly grown to a team of over 350 people.

SPEAR provides the discerning healthcare consumer with a distinctively personalized experience that achieves extraordinary results. They partner with their patients to provide clinical excellence paired with a 5-star experience. The results are healthier patients who have achieved their goals.

SUPPORT

SPEAR is enrolled in Net at Work's Managed IT Services which provides extraordinary Help Desk services, proactive and reactive support.

MANAGEMENT

Net at Work's Virtual CTO (vCTO) services help SPEAR navigate through their IT challenges.

PROJECTS

Net at Work's sister company, Cloud at Work, hosts SPEAR's IT infrastructure in a dedicated private hosting program.

CASE STUDY DETAILS

COMPLETED PROJECTS

- ✓ **Four New Office Locations** – With SPEAR’s growth came the need for new office locations. Net at Work provided turn-key solutions to new business line expansion of services throughout Manhattan and the tri-state New York City area.
- ✓ **Anti-Virus Migration** – Updated legacy systems to ensure all-round protection against the latest cyber threats.
- ✓ **Security / Multi-Factor Authentication** – Enhanced overall security and provided better protection against ransomware and malicious attacks.
- ✓ **Hosted Phone System** – Migration from existing on-prem EOL system to a hosted solution that enables enhancement to their call center.
- ✓ **Standardized Firewall** – Implemented Cisco Meraki, next generation firewalls, to provide perimeter defense and site to site secure connection.
- ✓ **HIPAA and Compliance** – Maintained a high level of IT best practices to promote careful handling of sensitive personally identifiable information (PII) throughout the organization.

TECHNOLOGY USED



CUSTOMER THOUGHTS

“As a growing business we needed a mature IT team which still offered the personal, one-to-one service. David has been an exceptional vCTO and has helped us navigate our way through multiple, complex, IT challenges. I really like how I can go to him for strategy and my team can go to his team on a daily basis. They really do help us at all levels!”

- Phil Jennette, Director of Process Improvement at Spear Physical Therapy