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202C WEST MAIN STREET, GLEN CARBON ILLINOIS
(618)288-7477 ITECH@INTEGRATEDTECHS.NET
WWW.INTEGRATEDTECHS.NET

Good Samaritan Home of Quincy



Judy Graham
Associate Administrator
Good Samaritan Home in
Quincy, IL

Hi. I'm Judy Graham, the Associated Administrator of Good Samaritan Home in Quincy, IL. We have worked with ITA for many years now and are very very happy with the services. We are very fortunate in the fact that even though there is a considerable distance between their home location and Good Samaritan Home up in Quincy, they have been very very accommodating to help us with all of our needs. Even though there is the time distance as far as travel time, they have located and found local people who are a part of their team that can respond very quickly whenever there is an emergency and the need to have them here for an important issue. We appreciate that so much and the fact that their expertise has been used in working with the local people so that if they are unable to take care of the issue

on their own John and Jerry are just a phone call away and they are able to help walk them through it or walk our staff through it if we contact them directly. It is very much appreciated in the fact that when you know you have someone who knows you inside and out and can know your skills, your abilities with the computer and they have really gathered that greatly with our staff. Because we have a large number of staff on hand here at Good Samaritan we have a variety of users. Some with very little computer experience and some with a lot of experience that it makes it very helpful in order to get things accomplished that they can understand that the difficulties that some people face where they are not as computer literate as others. They are able to accommodate their teaching skills to that and are also able to help us to bring those people along in helping to improve their computer skills. We feel that they are like family with us. We feel very comfortable picking up the phone and calling. We don't ever hesitate to do that if there is a need. We feel very comfortable in doing that and they respond and are very very considerate when it comes to responding to any requests we have. Very little down time is needed as far as when we have a situation and the one thing that I would like to comment on is the fact that they are always willing to stay and work whatever hours it takes to get us back up and running if there is an important issue. They've been here all weekend, they've been here in the evening and they've been here all night at times helping to work through transitions of servers and transi-

tions of software. They are also very good to deal with our software vendor and be a liaison between us when needed. With ITA, like I said, they are family with us. We're a partner together and even though they are consultants for us they are a part of our team here at Good Sam and the teamwork is phenomenal. We feel very comfortable in saying that in the fact that we don't hesitate if there is an issue we know that they are going to help us come to a resolution of that issue. The other thing that is very important is they are always there to come up with ideas for us. They listen to what we have to say, they look at what our processes are and they ask the questions because it's not just what we're saying but they ask questions to get to the answer of what we do on a daily basis. Things that they can provide to us whether that's custom software or programming to help us with reporting matters here at the home. They have done that with several different departments, with maintenance, with nursing matters and with our human resources department and it really really really makes a large difference, a huge difference on what we're able to accomplish. It is great and we appreciate the fact that they take that extra effort to really be a partner with us and to help us come up with solutions that will help make our life easier. There are never enough hours in the day and when you have someone who helps make those hours go smoother it is greatly appreciated.

Good Samaritan Home in Quincy, IL serves seniors 60 years of age or older in a number of levels of cares from independent living to Medicare skilled services.

ITA Services

- ◆ Computer Repairs & Services
- ◆ Network Design & Installation
- ◆ Remote PC Diagnostics & Support
- ◆ Problem Resolution
- ◆ Preventative Maintenance
- ◆ Staff Training
- ◆ New Computer Equipment
- ◆ Software & Website Development
- ◆ Virus & Spyware Removal

Good Samaritan Home

of Quincy Illinois