



Strength Through Partnership: How FIT Solutions and SpyGlass Healthcare Elevated Operational Efficiency and Cybersecurity Confidence



Client Overview

Spyglass Healthcare, through its division Spyglass Support Services, provides clinical consulting, revenue cycle management, and compliance support to ensure facilities run efficiently while delivering compassionate, high-quality patient care. Their rapid growth demanded an IT infrastructure that could match their operational and compliance standards.

Challenges

As Spyglass scaled, IT became a barrier instead of an enabler.

Spyglass needed a partner to stabilize its IT environment and build a scalable foundation for rapid expansion.

Problem Areas

- Legacy systems that created inefficiencies.
- Inconsistent IT processes across locations.
- Licensing restrictions that capped user growth.
- Slow and disruptive facility onboarding.
- Operational risk whenever systems failed.



The FIT Solutions Approach

FIT Solutions modernized Spyglass's IT infrastructure and implemented a scalable, standardized model across facilities. Key solutions included:

- Infrastructure Modernization: Upgraded legacy systems & supported parallel IT projects to improve reliability & performance
- Standardized Environments: Deployed unified systems & processes across facilities to reduce risk & eliminate inefficiencies
- Phased Onboarding: Piloted onboarding at one facility, then scaled with a proven process for smoother, low-disruption rollouts
- Strategic Alignment: Built trust with leadership by aligning IT priorities to operational goals & supporting future growth
- Enterprise Scalability: Guided licensing upgrades & compliance support to enable expansion without tech barriers

Results

Since partnering with FIT Solutions, Spyglass Healthcare has seen a:



- **35% reduction in IT downtime**, improving staff productivity and patient care
- **60% faster issue resolution** through proactive monitoring and standardized systems.
- **Streamlined onboarding**, enabling expansion toward 14-15 facilities in 2025.
- A repeatable IT framework that ensures every new facility can be deployed quickly and consistently.

Testimonial



Ready to take the stress out of IT and cybersecurity?

Discover how FIT Solutions can help your organization operate more efficiently, stay compliant, and sleep better at night.