

STRENGTH THROUGH PARTNERSHIP

How Tide Scaled Faster and Reduced IT Downtime with FIT Solutions

OVERVIEW



Tide Group acquires and develops independently operated post-acute and senior living communities across Texas, Utah, and Missouri. Their mission is simple yet powerful: relieve suffering, spread joy, and empower communities. To deliver on that mission, Tide needed an IT foundation that could keep up with rapid growth while ensuring security and compliance.

THE CHALLENGE

As Tide expanded, technology roadblocks began to slow them down:

- Frequent IT outages from aging systems disrupted staff and resident care.
- Cybersecurity vulnerabilities put sensitive data at risk.
- Compliance concerns grew as operations scaled across multiple states.
- No standardization in equipment, licensing, or IT processes made consistency hard to achieve.
- Slow onboarding of new facilities delayed Tide's growth plans.



Tide needed a partner that could stabilize today's environment and build for tomorrow's expansion.





THE FIT SOLUTIONS APPROACH

- Modernized Infrastructure: Upgraded hardware, replaced systems, migrated to Microsoft 365 for improved stability & licensing compliance
- Standardized Tech Stack: Unified firewalls, access points, endpoint management, cybersecurity tools across all facilities for consistent performance
- Structured Rollouts: Site assessments & detailed project plans enabled smooth, low-disruption deployments & faster adoption
- Onsite Training & Support: Hands-on onboarding & staff training built trust & long-term partnerships
- Compliance & Scalability: Applied consistent documentation, licensing & security controls across all locations to support HIPAA compliance & rapid expansion

RESULTS

With FIT Solutions, Tide gained:



- 35% reduction in IT downtime: more stable operations
- 60% faster resolution times: issues fixed before they could disrupt care
- 60% faster onboarding of new facilities: enabling rapid growth
- A consistent, compliant IT environment: ready to scale with confidence

IN THEIR WORDS...

"FIT Solutions has been an incredible partner. Their smart, proactive team anticipates our needs and delivers results quickly. In just a short time, they have made a big impact and I could not be more grateful for the work they have done."

— Brian Ramos, President & CEO, Tide Group

Ready to Modernize, Secure, and Grow?

If your senior living organization is dealing with downtime, compliance headaches, or scaling challenges, FIT Solutions can help.

Contact us today to learn how we can modernize your IT, reduce risk, and support your growth.

