

Enhancing Operational Efficiency with Managed IT Services



CLIENT

The Kids Center



INDUSTRY

Healthcare
Not-for-Profit



OUR ROLE

Managed IT Services
Digital Advisory

A growing nonprofit pediatric therapy center facing outdated IT infrastructure and security protocols enlisted Cherry Bekaert to improve operational efficiency.

Since 1958, the Kids Center for Pediatric Therapies (the Kids Center), a multi-disciplinary nonprofit outpatient pediatric therapy center, has served hundreds of families across two locations in Louisville, Kentucky.

The Kids Center helps children up to 21 years of age facing physical, behavioral and cognitive challenges reach their full potential, regardless of a family's ability to afford the cost of care. As the organization grew, leadership realized the need for an updated information technology (IT) infrastructure and sufficient security protocols.

Cherry Bekaert, a prominent managed services provider (MSP), was enlisted to help the Kids Center improve its operational efficiency. As an MSP, our responsibility was to guarantee full accessibility, security and effectiveness in the Kids Center's operations.

Partnering with Cherry Bekaert for managed IT services has transformed our business operations. Their proactive approach has minimized downtime and allowed us to focus on our core business. Our team is more productive, and our IT difficulties are a thing of the past."

— Phil Marshall, Kids Center Executive Director

Overhauling Information Technology Processes

The Kids Center's ongoing growth and expansion of services and programs necessitated an evolution in its IT infrastructure and support systems.

The rising need for technology resources, including computers, software, and internet connectivity, called for a stronger and more efficient IT infrastructure to guarantee smooth operations and uninterrupted communication among staff, children and their families.

- 1. Outdated IT Infrastructure:** The Kids Center's existing IT systems were becoming outdated, leading to frequent downtimes and slow performance. This delayed therapists' ability to access patient records quickly and efficiently, impacting the quality of care.
- 2. Data Security and Compliance:** Handling sensitive patient information requires stringent data security measures to comply with HIPAA regulations. The Kids Center's existing security protocols were insufficient to meet these standards.
- 3. Limited IT Support:** With no dedicated IT staff, the Kids Center relied on a part-time consultant who struggled to keep up with the growing demands, leading to delayed response times for IT issues.
- 4. Scalability:** As the Kids Center expanded, it needed a scalable IT solution to grow with the organization without requiring frequent, costly upgrades.

Security is paramount in our industry, and Cherry Bekaert has been instrumental in ensuring our systems are protected and compliant with industry regulations. Their proactive monitoring and security expertise give us peace of mind, knowing our data is safe."

— Phil Marshall, Kids Center Executive Director

Implementing New Security Measures and Technology Solutions

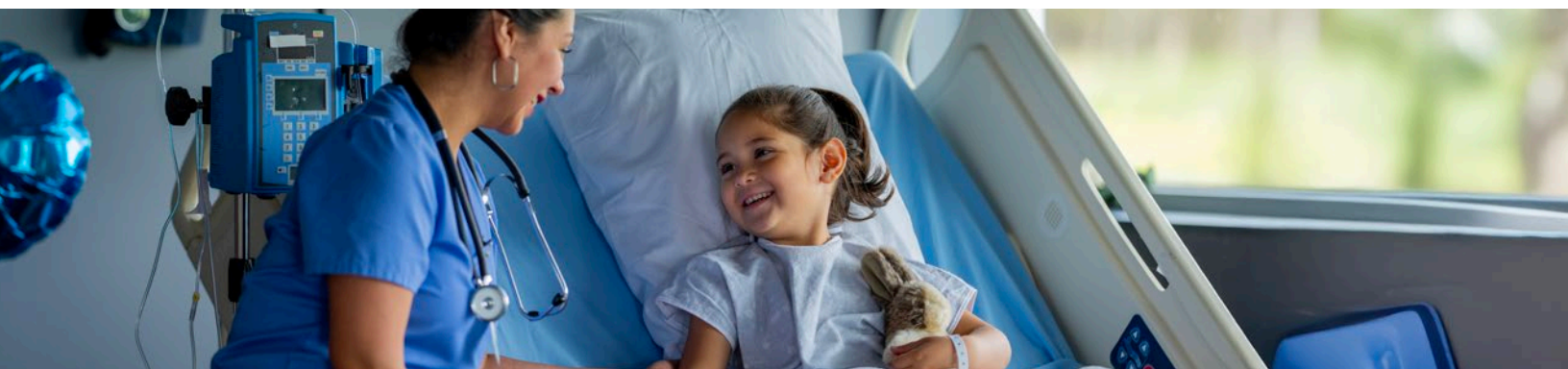
With the help of Cherry Bekaert's MSP practice, the Kids Center comprehensively tackled these issues. In response to growing needs, the organization upgraded its hardware and software, implemented new security measures to protect confidential information, and expanded its network capabilities to accommodate an increasing number of users.

Additional IT staff were hired, and existing employees have received further training to deliver better technical support and troubleshooting services.

These solutions required deploying appropriate technology solutions, system monitoring and continuous support to ensure seamless and efficient operations. By collaborating with Cherry Bekaert, the Kids Center was able to focus on its core mission of providing quality care and services to children, knowing that its IT infrastructure was in good hands.

Subsequently, our MSP team deployed a robust managed IT services solution tailored to the center's specific needs.

- 1. Infrastructure Upgrade:** We evaluated the Kids Center's IT systems and replaced all old hardware and software with updated versions. This involved setting up new servers, as well as updating operating systems. We deployed cloud solutions to make it easy to access patient records.
- 2. Enhanced Data Security:** We implemented advanced security measures, including end-to-end encryption, multi-factor authentication and regular security audits. Our professionals also provided continuous monitoring and threat detection to protect sensitive patient data.



3. 24/7 IT Support: The Kids Center now has access to round-the-clock IT support. The MSP's help desk service promptly addresses any technical issues, minimizing downtime and disruptions.

4. Scalable Solutions: We introduced scalable cloud solutions, allowing the Kids Center to expand its IT capabilities easily as the center grew. This included scalable storage options, cloud-based EMR systems and virtual desktops for remote access.

Enhancing Efficiency and Customer Experience

Upgrading its IT framework and support systems enabled the Kids Center to boost its overall effectiveness and output, simplify its processes, and offer a superior experience for all participants. This technological investment not only brought internal advantages to the center but also elevated the level of service the staff could provide to the children and families they serve.

As a result of Cherry Bekaert's solutions, the Center experienced:

- 1. Improved Efficiency:** With the new IT infrastructure in place, therapists experienced faster access to patient records and treatment plans, allowing them to spend more time on patient care and less on administrative tasks.
- 2. Enhanced Security and Compliance:** The advanced security measures ensured that the Kids Center was fully compliant with HIPAA regulations, significantly reducing the risk of data breaches and legal repercussions.
- 3. Reliable IT Support:** The 24/7 IT support provided by the MSP resulted in a 50% reduction in IT-related downtimes. Any issues were resolved quickly, ensuring continuous operation of therapeutic services.

4. Cost Savings: The scalable IT solutions eliminated the need for frequent hardware upgrades, resulting in substantial cost savings. The predictable monthly fees for managed services also allowed the Kids Center to better manage its budget.

5. Increased Capacity: With improved IT capabilities, the Kids Center increased patient intake, allowing the staff to serve more families in need.

The partnership with Cherry Bekaert's managed services provider team transformed the Kids Center's operational efficiency, enabling it to deliver higher-quality patient care while ensuring data security and compliance. The scalable, reliable IT solutions positioned the organization for continued growth and success serving the pediatric community. The Kids Center's transformative care inspires children and families to build confidence, encourage joy and live with hope for the future.

The support team at Cherry Bekaert is always quick to respond and resolve any issues we encounter. It's reassuring to know that we have a dedicated team managing our IT infrastructure, which allows us to concentrate on serving our clients."

— Phil Marshall, Kids Center Executive Director

Your Guide Forward



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About Cherry Bekaert

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