

Sapphire Health Services

Managed IT Services Across 26 Healthcare Facilities

CLIENT: Sapphire Health Services



SAPPHIRE HEALTH SERVICES

A Senior Housing and Healthcare Provider

LOCATION: Oregon and Washington (26 facilities)

INDUSTRY: Healthcare – Senior Living, Skilled Nursing & Rehabilitation

SERVICES: Managed IT Services: Helpdesk, Proactive Monitoring, Network & Security Management, Hardware Deployment, Microsoft 365 Administration

Challenges

Before partnering with Computers Made Easy, Sapphire Health Services faced significant IT challenges across their growing network of care facilities:

- No centralized IT support across locations – with 26+ facilities spread across Oregon and Washington, there was no consistent IT provider managing infrastructure, leaving individual sites to troubleshoot issues independently.
- Security and compliance gaps – operating in a HIPAA-regulated environment without standardized endpoint protection or managed firewalls put sensitive patient data at risk.
- Technology downtime disrupting care delivery – unreliable systems and slow resolution times impacted staff productivity and, ultimately, the quality of resident care.
- Inefficient new employee onboarding – with high staff turnover common in healthcare, there was no repeatable process for setting up new employees with computers, email, and application access across different sites.

CME's Approach

Key Actions

- Unified all 26 facilities under a single Managed Services agreement, establishing consistent SLA response times and a single point of accountability for all IT needs.
- Deployed Sophos XGS-series firewalls (XGS116 and XGS126) at every facility with proactive monitoring, automated weekly backups, and firmware management.
- Implemented ThreatLocker application whitelisting across all endpoints to enforce HIPAA-compliant security controls and prevent unauthorized software execution.
- Standardized the new employee onboarding workflow – hardware deployment, Microsoft 365 email provisioning, application access, and printer/copier setup – into a repeatable, documented process.
- Established ongoing monitoring and alerting infrastructure to identify and resolve issues proactively before they impact care operations.

Solutions

- Centralized managed IT services across all 26 locations under one contract and one team – eliminating fragmented, reactive support.
- Sophos firewall deployment with 24/7 monitoring, automated alerts, weekly configuration backups, and managed firmware updates across every site.
- ThreatLocker application control platform providing HIPAA-aligned endpoint security and application whitelisting across the entire organization.
- Microsoft 365 administration including email provisioning, SharePoint access management, distribution list management, and email archiving.

THE RESULT

- Improved uptime and reduced disruptions – proactive monitoring and managed firewalls across all sites mean issues are identified and resolved before they affect staff and residents.
- Faster, more consistent staff onboarding – a standardized new employee setup process reduced the time to get new hires productive, critical in a high-turnover healthcare environment.
- Strengthened security posture – Sophos firewalls and ThreatLocker deployment across all 26 facilities provide a HIPAA-aligned security baseline that protects patient and organizational data.
- Scaled seamlessly with organizational growth – as Sapphire expanded from its original facilities to a network of 26 locations across two states, Computers Made Easy grew with them, adding new sites without disruption.

Ready to see what Computers Made Easy can do for your organization?

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