



## Scottsdale Children's Group

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To Whom It May Concern:

I am writing this letter in reference to Invision Technology Services. I first started working with this IT Company in 2006 when I took the position as Practice Administrator at Scottsdale Bariatric Center. Invision was already their IT vendor, and I quickly came to know them as I worked very closely with them in the first 6 months I was there. I was brought in to research new software for the company, and as a result we went through a major conversion to Nextgen, a robust EMR/EPM medical software system, that same year. Invision Technology was an integral part of making that conversion seamless for our office and always giving us top notch support. I was impressed with them from the get go. Their quick response to any of our needs and immediate resolution of any problems we encountered was remarkable. In 2009, I left this practice to join another much larger practice with several sites.

As I settled into this new position, again I was asked to research new software EMR/EPM systems for this large practice. Nextgen, again, was chosen by the group to use in the practice. This particular practice already had an IT company they had been working with and they felt comfortable that they would be able to continue to meet our support needs with the new system, additional hardware etc. As the conversion was in progress, things went hay wire. Clearly the IT Company that was in place could not handle the need of the practice with its new technology needs, and unfortunately our conversion was an IT nightmare. I quickly called Invision to come in and help.

Within a day, the problems we were having that were causing our daily flow to suffer had been fixed. Once again, their knowledge of our hardware needs as well as their knowledge of Nextgen conversions was a life saver to our practice.

I can not give this group enough praise and recognition for the outstanding service, professionalism, support and knowledge they provide. I would recommend them to any medical practice looking for a solid IT vendor. Please feel free to contact me with any questions you may have.

Sincerely,

Diane Giammarino  
Practice Administrator

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