



## NOVATECH CASE STUDY

# How Upperline Health Simplified Operations and Empowered Their Clinics



## The Struggle: Too Many Services, Too Little Time

Upperline Health is passionate about providing **exceptional care** to their patients. But behind the scenes, their team faced an overwhelming challenge:

- Each clinic was managing **different print and IT services**.
- Every vendor had **its own process, portal, and cost structure**.
- Staff and IT teams were constantly **putting out fires** instead of focusing on patients.

“We had too many different services to manage. Each had its own process and cost. It was exhausting.”

— Upperline Health Team

For a growing healthcare organization, **inefficient systems** weren't just frustrating — they risked slowing down care.

## Upperline Took Action

Upperline's leadership knew they needed a better way. They set out to find a **single solution** that could:

- **Standardize processes** across all clinics
- **Simplify supply management**
- **Free up IT** to focus on bigger priorities

During a **Proof of Concept** with several providers, Upperline's team evaluated options carefully — until one stood out.

“Novatech just shined through the other services during our testing.”



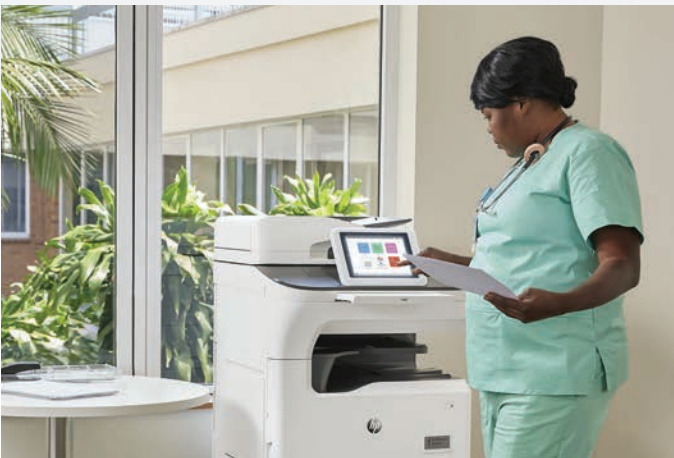
## A New Chapter: One Platform, One Process

With Novatech as a partner, Upperline **took control** of their technology and created a **single, standardized platform** for all their clinics.

### Here's what they achieved:

- **Faster Supply Management:** Consumables are now **auto-shipped** based on thresholds, saving staff time.
- **Simplified IT Workflows:** A single portal lets IT monitor and troubleshoot devices instantly.
- **Smooth Onboarding:** Upperline's team "felt heard and in safe hands" during rollout.
- **Empowered Clinics:** Staff are excited and more productive because the tools **just work**.

"Having one place to log in and manage everything makes life so much easier. Our clinics love it."



## Exceeding Expectations

Upperline's leadership expected efficiency gains. What they didn't expect was **how supported they'd feel**:

"We were blown away by the fast responses and ease of scheduling. Novatech made everything easy for us — something we weren't used to."

With **Amanda and Jim** guiding them every step of the way, Upperline got the **strategic partnership** they were hoping for — and more.

## The Impact on Patient Care

Because Upperline now spends less time managing vendors and supplies, they're able to **focus on what matters most**:

- Delivering **better patient experiences**
- Giving clinics the tools they need to be productive
- Ensuring IT resources support **strategic growth**, not maintenance

## Upperline's Advice to Other Leaders

Do it! Great product. Great team. Novatech does all the heavy lifting so you can focus on your business."

Upperline didn't just choose a solution — they **took back control of their operations**. Now, every clinic benefits from a **simpler, faster, and more connected** workflow.



## Your Turn to Be the Hero

If your organization is juggling too many vendors, too many systems, and too much complexity, there's a better way.

Upperline Health found it. You can too. Let's Simplify Things

Scan the QR code or visit [novatech.net](https://novatech.net)

Call 866.488.2024 to speak with a Novatech expert today.

