

# Cleveland Pediatrics

Cyber-First IT for Patient-Centered Care

## About Cleveland Pediatrics

Founded in 1976, Cleveland Pediatrics is a trusted provider of pediatric care in its region. The practice now includes four physicians and two nurse practitioners, caring for up to 300 patients per day across two purpose-designed buildings—one for wellness visits, one for illness. To safeguard patient health and ensure seamless workflows, the practice relies entirely on an electronic health records (EHR) system—making uptime, security, and access to real-time information mission-critical.





With their previous IT provider, Cleveland Pediatrics struggled with slow support, unresolved issues, and unacceptable downtime that directly impacted patient care. They turned to Logically to stabilize, secure, and modernize their technology operations with a healthcare-aware, cyber-first approach.

## Why It Matters

In modern medical practices, every second of system downtime risks delayed treatment, compromised patient data, and reduced operational capacity. For Cleveland Pediatrics, protecting the integrity and availability of their EHR system and wireless infrastructure is essential to delivering care efficiently and safely.

## The Challenge

Cleveland Pediatrics had clear IT pain points:

-  Limited support from their prior MSP during critical issues—most notably a phone system failure that interrupted patient scheduling and communication.
-  No in-house cybersecurity capabilities to protect electronic health data or ensure HIPAA compliance.
-  Aging infrastructure that could not meet the demands of a high-volume, dual-location medical practice.
-  A need for responsive, experienced IT support that could handle both day-to-day needs and long-term technology strategy.





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When our phones went down, our previous provider couldn't fix it. Logically jumped in immediately, stayed on it until it was resolved, and restored our operations faster than I expected. That moment made it clear we had to switch—and we've never looked back.

**Robin Davis,**  
Practice Administrator

## The Solution

Cleveland Pediatrics partnered with Logically to deliver cyber-first managed IT services and establish a stable, secure foundation for their clinical environment. Key components of the solution included:

-  **HaaS (Hardware as a Service):** Upgraded critical infrastructure without large capital investment—every asset fully managed, maintained, and lifecycle-optimized.
-  **Secure wireless connectivity:** Ensured fast, seamless access across buildings and exam rooms to support doctors using tablets during patient encounters.
-  **Proactive IT management:** Ongoing monitoring, patching, and remote support with 24/7 responsiveness.
-  **Compliance readiness:** Guidance aligned with HIPAA requirements and risk-reduction practices to safeguard EHR access and patient data.

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Logically understands both our budget and the clinical realities of running a pediatric practice. Their solutions are built to work, scale, and protect us.

**Robin Davis,**  
Practice Administrator



## Strategic Impact

- ✓ Reduced downtime and faster incident resolution
- ✓ HIPAA-aligned infrastructure and risk mitigation practices
- ✓ Improved clinician mobility and real-time data access
- ✓ Predictable IT spend through fully managed hardware
- ✓ Elevated confidence in compliance and continuity of care



Switching to Logically was the best decision we ever made. They're responsive, knowledgeable, and truly invested in helping us deliver better care. That peace of mind is invaluable.

**Robin Davis,**  
Practice Administrator

## Future Ready

With Logically's cyber-first foundation in place, Cleveland Pediatrics is now equipped to grow and evolve with confidence. The practice continues to benefit from a secure, scalable IT environment—backed by experts who understand healthcare's urgency and complexity.



## Partnering for Resilient, Future-Ready Care

In healthcare, secure, reliable systems are essential for protecting patient data and ensuring uninterrupted care. With Logically's expertise and commitment to operational excellence, providers can strengthen security, streamline workflows, and stay ahead of evolving compliance demands. Let's explore how we can help you deliver safer, more efficient care.

Where Business Goals and Cyber Confidence Meet.

Visit [Logically.com](https://www.logically.com)

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