TECHLINK
THE PROFESSIONAL INSTALLERS NETWORK

CASE STUDY | HEALTHCARE TECHNOLOGY

Scaling Healthcare Technology Without Adding Headcount

White-glove execution across thousands of healthcare locations, with every work order tracked in one place.

14,427
Surveys, installations, and service calls completed

Thousands
Of healthcare locations impacted nationwide

Zero
Internal headcount added during expansion

The Client

A healthcare technology company that delivers digital content to patients and providers at the point of care, through screens, tablets, and media hardware in healthcare facilities nationwide.

The Challenge

The client needed to deploy digital signage, tablets, and upgraded media hardware across thousands of locations while keeping white-glove execution and minimal disruption. How do you organize that many installs, track every one, and scale without hiring more staff?

The TechLink Solution

- **Centralized portal.** SIMPL tracks every work order in real time, from site surveys through installation and ongoing service.
- **Dedicated project managers** providing oversight and clear communication.
- **Technical execution at scale** across multiple locations at once.
- **Custom hardware integrations** so every device works within the client's platform.

The Results

- **Operational leverage** to grow without adding staff.
- **Centralized management** of field operations.
- **Consistent, repeatable** installs nationwide.
- **Enhanced visibility** into deployment status.

01 Survey — 02 Install — 03 Integrate — 04 Service — 05 Track

> **"Beyond personal relationships with project managers and real-time communications, we value TechLink's flexibility in solving challenging deployments."**
>
> Associate Director of Digital Operations | Healthcare Technology Company

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