



## JSO Technology LLC WinWire: SynergyHealth

*“We use a number of vendors and solution providers for various aspects of our business. On occasion we change vendors or solution providers that don't meet our needs and expectations. JSO Technology is one of those vendors that have come out on top time and time again.”*

**Bob Axness**  
**Senior Network Administrator**  
**SynergyHealth**

### At A Glance

**Company:**  
**(www.synergyhealth.com)**

SynergyHealth is a regional health system serving communities in and around Washington County, WI.

### Locations:

SynergyHealth has 14 medical facilities in the Washington County, WI region including St. Joseph's Hospital in West Bend and three West Bend Clinic locations.

### Services that JSO Technology LLC Provides to SynergyHealth:

SynergyHealth utilizes JSO Technology LLC for their internet security needs, which are primarily addressed by the industry leader in Unified Threat Management, Fortinet.

The combination of Fortinet's FortiGate systems & FortiGuard Subscription Services helps health care providers maintain HIPAA compliance and deliver Complete Content Protection through the integration of a broad range of cost-effective security functions in real-time -- including antivirus, firewall, VPN, IDP, content filtering, traffic shaping, spyware blocking, and anti-spam.



## Leading Wisconsin Health Care Provider partners with JSO Technology LLC and Fortinet Network Security Solutions

JSO Technology LLC, a value-added reseller and consulting firm focused on providing best-of-breed data security, network infrastructure and network operating systems/application solutions and services, has worked closely with SynergyHealth for several years to provide them with internet security solutions from Fortinet and other technical implementations.

Below is a question and answer session between JSO Technology LLC and SynergyHealth's Senior Network Administrator, Bob Axness.

*JSO:* What do you like most about our services?

*Bob:* I love the fact that your staff is generally always available to answer quick questions. Response time is great. I never feel like I am inconveniencing anyone and your quick response lets me know that our business is important to you.

*JSO:* What is one thing we could do to improve our service to SynergyHealth?

*Bob:* JSO Technologies has taken great steps to grow its business to provide even better customer service to the people they serve.\* JSO Technologies is on the right track and assuming they continue down this path I don't see anything that they are not already working on to improve.

*JSO:* What could we do to deliver a complete "WOW" experience?

*Bob:* JSO Technologies already delivers a complete "WOW" experience. Past projects have included project plans, implementation detail, technical documentation, and project wrap-up meetings. Although this is the way all vendors and solution providers should do things, it is seldom done by others and mastered by JSO.

*JSO:* Would you recommend our services to others?

*Bob:* I would absolutely recommend JSO Technology LLC to anyone needing technical services. They are very easy to work with and always get the job done right. It is a pleasure working with JSO and I look forward to continuing our relationship in the future. Please keep up the good work.

*\*JSO Technology LLC listens to its customers. Since our interview with Bob, JSO Technology LLC has added to its technical staff in order to provide customers with available personnel on hand to address their technical issues. JSO Technology LLC has also deployed a help desk, available as part of our JSO CompleteCare™ service program.*

**JSO Technology LLC • 10437 Innovation Drive • Suite 320 • Wauwatosa, WI 53226**  
**Tel 414-455-0726 • Fax 262-436-2111 • www.jsotechnology.com**