

Jeffrey D. Rice O.D. & Slade S. Galloway O.D. are the optometry experts, but when it comes to their computer needs, they use the **I.T. Experts - BSSI!** **BSSI Makes I.T. EZ!**

Dr. Rice began his optometry practice in 1980. For over 29 years now, professionals from his practice, whom are experienced in all areas of vision care, are providing patients with quality vision solutions and exceptional customer service. While Dr. Rice is committed to excellence in being the expert in servicing your complete eye care needs, he defers his computer needs to an IT expert, BSSI.

“We went through three different groups before finding BSSI. We were not happy.”

“Prior to finding BSSI, we had gone through at least three different groups trying to support our computer needs. We never had anyone in-house to maintain our computers so we have always relied upon contracts with outside IT service groups,” explains Dr. Rice.

“We were not happy. We had major stability issues. The PCs were crashing all the time. Every three months we would end up having to have somebody come in to do major cleanups. Then they would tighten the security so much, our software wouldn’t work. When we would complain about that, they would start undoing what they did in order to get the software to work better. And then the next thing you know we are again infected with viruses and the PCs are crashing again.”



“We highly recommend BSSI because of their professionalism and the peace of mind they bring to an organization. We have used several different local firms and never had the trust, faith and results that we have today. I tell everyone BSSI is one organization that is worth paying for. You can put that part of your worries away and get on with your business!”

Jeffrey D. Rice, O.D.
(www.ZanesvilleOptometry.com)

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“Our worst computer nightmare caused us to lose three months of income! One of our former IT groups did an upgrade which botched. They lost three months of our schedule so we had to literally sit and wait to see who was going to show up each day. Talk about lost income. We couldn’t schedule anyone during those three months because we knew there were people scheduled in those slots; we just didn’t know who and we couldn’t send them reminders. It was a nightmare to get through those three months and the lost income. We were very blessed to have a cash reserve to see us through. That could have been enough to force some organizations out of business.”

“BSSI put an end to what appeared to be an endless computer issue cycle.”

“We would work with a group for two or three years, maybe longer and then get fed up and find another group. The new group would come in and say ...oh yea, that shouldn't be an issue; that shouldn't be a problem; don't worry. And the cycle would repeat. They would get us to the point where we didn't have any viruses, BUT then we would have to call and tell them now one computer won't talk to the other computer. BSSI put an end to what appeared to be an endless computer issue cycle.”

“We don't want to be the IT experts....We are Optometry experts.”

Dr. Rice believes in monitoring and heading off things before they become big problems. “We want to contract with IT experts who practice fire prevention rather than fire fighting AND we don't want to be the IT experts. There are not enough hours in the day. We are Optometry experts. Something that would take two minutes for someone knowledgeable in IT might take us two hours to figure out and even then we are not sure if we got it right or not. I am a firm believer in letting the experts do what they are experts at.”

“BSSI's services are the antithesis of everything we were running into before.”

“If I had to state a single benefit of using BSSI, I would sum it up by saying **peace of mind**. But really, BSSI's services are the antithesis of everything we were running into before. Our system is now stable. I can't remember when we last had a glitch or anything significant that put us out of commission. Little problems get solved quickly before they become big ones. Our network just seems to run!”

“Our patients receive a higher level of care also.”

“A properly working network should be transparent to our patients. Unfortunately that was not always the case. Before, we would spend a lot of time in the office putting out fires related to our technology, which took us away from our purpose. Now, that just doesn't happen so our time in the office is dedicated to serving the patient.”

“We have never had the professionalism, peace of mind, trust, faith and results that we do today with BSSI.”

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Dr. Jeffrey D. Rice