

Customer Success Story

A Line Above, LLC

A Line Above

LLC

Challenge

Quality medical transcription service provider sought innovative ASP to support growth plans

Solution

- InfraWare 360 ASP platform
- Customizable features
- Continuous uptime for reliability
- HIPAA compliant
- Automated delivery options
- Web-based functionality

Results

“InfraWare has been able to accommodate both my growth and the expanding levels of complexity of my business.”

—Kristin Hagen, CEO
A Line Above, LLC

Challenge

A Line Above, LLC, was founded in 2005 in Boise, ID, and is now a regional leader for medical transcription services. The cornerstones of the business are reputation, referrals, quality and service. When she was launching her business, CEO Kristin Hagen knew she needed an innovative IT partner in order to succeed. She sought a solid application service provider (ASP) to provide a reliable and intuitive technology foundation to support her business plans and enable A Line Above to reach its full potential for growth.

InfraWare Solution

InfraWare’s leading edge technology supports A Line Above by providing an outstanding transcription ASP platform, excellent customer support, customizable features and options, and continuous uptime for reliability. InfraWare’s 360 ASP platform benefits A Line Above’s healthcare facility customers because it is easy to use, secure, and allows real-time uploads. By fully integrating transcription workflow with hospital patient registration data and EMR systems, A Line Above’s healthcare customers are better able to manage their medical records using fewer resources in less time. Physicians and hospital administrators appreciate InfraWare 360’s Web-based functionality, including accessing their medical records anytime, anywhere.

Results

A Line Above continues to double its customer base each year. Partnering with InfraWare has allowed A Line Above to offer the latest technologies to its clients.

“InfraWare has been able to accommodate both my growth and the expanding levels of complexity of my business,” Kristin said. “InfraWare’s innovative technology supports my business plan and enables my company to reach its full potential. It exceeds my business needs as well as my clients’ expectations.”