



↳ Background

ROK Medical Management uses a new technology called intraoperative neurophysiology monitoring (IONM). Intraoperative Neurophysiological Monitoring (IONM) is the use of electrophysiological methods (such as EEG, EMG, and evoked potentials) to monitor the functional integrity of neural structures (brain, nerves, spinal cord) during surgery.

ROK provides technicians in operating rooms to monitor patients and through remote control software, allows results to be monitored by a doctor at remote office.

↳ The Challenge

ROK Medical Management has monitoring companies who deploy technologists in the field. The IT team was using VNC and reached a point where they needed a product with better compression and security.

ROK evaluated several other products to include Microsoft's Live Communication Server, but none of them had the compression capabilities that their environment required.

↳ Situation

ROK found NetSupport Manager and after testing it and verifying the compression capabilities, decided to buy it.

ROK has NSM running on laptops in the field over the Sprint EVDO network w/ ~100k bandwidth. Using remote control software like NSM allows physicians to monitor patients' neurological condition during brain and spinal surgery through ROK's technologist laptops.

For more details and to download free 30 day software trials go to

www.netsupport-inc.com

↳ NetSupport Solution

NSM is the missing piece of the puzzle for ROK Medical Management. Its video compression capabilities keep us in business and our technologists linked to our network of physicians. We were surprised that the user interface was so easy. The physician opens NSM through the internet gateway, click who they want to connect with. It is an easy process for our doctors to use and for anyone new to NSM to use.

↳ Testimony

"With NSM, we are able to successfully build our IONM business. We were the first to be certified in Oklahoma and we are growing into other states such as Arkansas. We wouldn't be in business without NetSupport Manager."

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