

Supporting Complex Growth with Reliable IT—How Carolina Fertility Institute Scaled with Confidence

— Carolina Fertility Institute —



"It's nearly impossible to build this level of IT expertise in-house."
— Burak Yalcinkaya, In-House Counsel

CLIENT OVERVIEW

Industry:

Fertility & Reproductive Medicine

Locations: 10+

Staff: 100+

Primary IT Goals:

- Ensure Scalable IT Infrastructure for Rapid Growth
- Maintain HIPAA Compliance and Data Security
- Streamline New Location Rollouts and Tech Integrations
- Gain Peace of Mind Through Expert Oversight

A TRUSTED PARTNER FOR RAPID EXPANSION

Carolina Fertility Institute (CFI) has experienced tremendous growth over the past few years, expanding from a few locations to 10 sites and two embryology labs across North Carolina. For an organization handling highly sensitive patient data and complex day-to-day operations, that kind of growth demands reliable, scalable technology.

"The difference between a small IT group and ComTech is night and day. You need a team behind you who's watching things, advising you, and helping you avoid risks."

Burak Yalcinkaya, In-House Council for CFI, knew that IT was a mission-critical function—especially as the practice scaled.

FROM LIMITED SUPPORT TO FULL COVERAGE

"Our needs weren't being fully answered. We needed more than just someone to keep things running—we needed a system where everything was monitored."

— Burak Yalcinkaya

Before ComTech, CFI relied on a small outside IT group tied to their EMR vendor. As the practice grew, it became clear this setup couldn't keep up. Burak reached out to ComTech to revisit phone system upgrades and cybersecurity support. That conversation quickly evolved into a full IT partnership. What stood out most? The responsiveness, structure, and depth of the ComTech team.

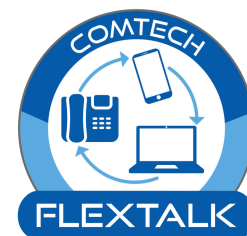
SEAMLESS ONBOARDING—NO DOWNTIME, NO DISRUPTION



Switching IT providers is a big step, especially for a growing medical practice. But for CFI, the transition was smoother than expected.

“We were anticipating operational delays or hiccups, but there weren’t any. The project manager planned everything—there were no interruptions.”

With a growing number of clinics, labs, workstations, and staff to support, CFI needed a partner who could manage that complexity—and do it without disrupting care.



PROACTIVE PLANNING AND FAST SUPPORT



From spinning up new clinics and labs to maintaining HIPAA compliance and cyber insurance readiness, ComTech has provided not just tools—but peace of mind.

“We’re expanding quickly. Every new office requires complex IT coordination. ComTech helps us plan and manage those rollouts efficiently—start to finish.”

And as technology changes, Burak appreciates having a partner who helps him stay ahead, not just afloat.

The impact: fewer delays, higher team satisfaction, and smoother operations—even during high-growth periods.

“Now when we have an issue, we create a support ticket or send an email and within an hour, someone is working on it. That’s a big deal—especially when providers are seeing patients.”

WHAT MAKES COMTECH DIFFERENT



Response Time of 1-Hour or Less



No Contracts and No Hidden Fees



No Geek Speak - We Speak Human



No Band-Aid Solutions

ADVICE TO OTHER MEDICAL PRACTICES?

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“Technology is a very fast-paced environment. There are definitely things only the experts know. Make the call, don’t delay.”

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How Unifour Family Practice Found Peace of Mind Through Proactive IT Support

Unifour Family Practice



"Anytime we have an issue, no one tries to talk over us with tech terms—it's tailored to us."

— Michelle Borszich, Practice Manager

CLIENT OVERVIEW

Industry:

Family Medicine

Staff: 15+

Primary IT Goals:

- Ensure HIPAA Compliance and Meet EHR Requirements
- Safeguard Patient Records and Practice Data
- Keep Systems Running During Critical Clinical Hours
- Responsive IT Support to Eliminate Daily Stress
- Adapt Easily to New Technology and Security Standards

RELIABLE TECH FOR LIFELONG CARE

At Unifour Family Practice in Hickory, North Carolina, providing care "from cradle to grave" means more than just seeing patients of all ages. It means every staff member must work efficiently, securely, and with total focus on patient care. For Practice Manager Michelle Borszich, that focus wasn't possible with their old IT setup.

"My whole day revolves around technology—from payroll and insurance to clinical tasks and billing," Michelle shared.
"Every piece touches IT in some way."

Initially, Unifour had one independent IT contractor—a longtime contact from when the practice was smaller. But as the practice grew to 17 staff members and four providers, Michelle knew the risks were too great to rely on a single person.

THE CLOUD MIGRATION THAT CHANGED EVERYTHING

"Before we were even clients, the project manager walked me through everything—we knew then we'd found the right IT partner."

— Michelle Borszich

When Unifour Family Practice moved its electronic health record (EHR) - eClinicalWorks to the cloud, a critical need surfaced—one their existing IT setup wasn't equipped to handle. That challenge quickly revealed the value of having a knowledgeable and proactive support team. ComTech stepped in to help navigate the process, even before a formal partnership began. That early support built lasting confidence and helped Unifour make the decision to move forward with ComTech.

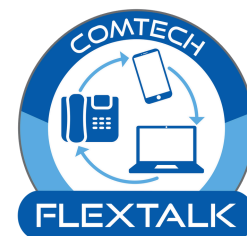
A SEAMLESS SWITCH, BACKED BY A FULL TEAM

Transitioning from a one-man IT provider to a managed service provider can feel daunting—but Michelle described the onboarding with ComTech as effortless.

*"It went so seamlessly, I honestly don't remember it.
That's how smooth it was."*

Now with access to ComTech's full service stack—including IT support, Zero-Trust Cybersecurity, and VoIP Phones—Unifour has a support team it can count on.

"They are always available. And no one talks down to us or uses tech jargon. Everything is tailored to our level of understanding."



PEACE OF MIND THROUGH THE RIGHT IT PARTNER

As healthcare regulations evolve and cybersecurity threats grow more complex, practice managers like Michelle Borszich face increasing pressure to stay compliant, secure, and efficient. But with ComTech, that pressure no longer follows her home.

"I sleep better knowing our systems are protected."

From security updates and compliance form guidance to routine patching, ComTech now handles the behind-the-scenes responsibilities that once demanded Michelle's personal time and attention. When it came time to choose a managed IT provider, Michelle evaluated multiple proposals—but trust and experience tipped the scale.

"We already knew the level of service ComTech delivered from managing our phones—that gave them the edge."

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We Speak Human



No Band-Aid
Solutions

ADVICE TO OTHER MEDICAL PRACTICES?

“

*"Your people are the best I've worked with—every single one of them.
That alone would make me choose ComTech all over again."*

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